

**DESCRIPTION:** Under general direction, plans, directs, and coordinates outpatient and/or surgical ambulatory center business operations. Coordinates and ensures effective services are provided to clients; performs related work as assigned.

**DISTINGUISHING CHARACTERISTICS:** (A position is assigned to this class based on the scope and level of work performed as outlined below.)

Positions classified to this class are responsible for the full scope of business operations of outpatient and ambulatory surgical centers at principal and projected future satellite locations, each requiring initial and ongoing licensure to deliver clinical services as outlined under their scope of practice. The clinics operations and licensures are separate and distinct from other health facilities such as a Veteran's Home or ICF/DD.

**EXAMPLES OF WORK:** (A position may not be assigned all the duties listed, nor do the listed examples include all the duties that may be assigned.)

Establishes and implements goals, objectives, policies and procedures of assigned clinics/ambulatory surgical centers; participates in long-range strategic planning.

Consults/advises the Medical Director, CMO, and CEO on all administrative and operational matters; identify impact of actions/problems and develops solutions. Consults with medical professionals in varied disciplines to develop and maintain effective clinic/ambulatory surgical center operations.

Conduct and administer fiscal operations including accounting, managing budgets, authorizing expenditures, and reimbursement through coding and Medicaid/Medicare billing.

Identifies with medical director needed human resources (e.g., medical, allied health, nursing, administrative, clerical), for optimal clinics operations. Together with the medical director, leads recruitment and retention efforts, conducts applicant's initial screens and job interviews, and actively participates in the employment processes.

Monitors and ensures regulatory compliance and licensing requirements are met; coordinates quality assurance activities such as monitoring/auditing standards of practice, conducting patient satisfaction surveys, infection control practices, adherence to applicable clinical practices standards (e.g., MGMA, AMA, ACP, AAFP, APA, AAN), medical risk management; and designs and implements quality improvement studies.

Approves and oversees ordering of clinic equipment and supplies.

Directs supervises, and evaluates work of subordinate staff; provides training and continuing education to insure staff development.

Markets and promotes clinic services; networks within the medical communities to expand client base.

Serves as liaison between clinic patients, staff, clinic medical professionals, and the greater medical community.

Participates in medical services unit meetings (e.g., executive medical staff) and provides periodic reports of clinics operations.

Coordinates with other such as medical staff, HIM, IS&T, and others to develop and implement-electronic health record systems, with initial emphasis on the implementation of EPOE in collaboration with external pharmacies.

Troubleshoots and resolves day to day problems.

**KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED:** (These are needed at entry level to perform the work assigned.)

Knowledge of healthcare administration; budget and process; medical coding and billing, office management and administrative procedures, supervisory methods and practices; HIPAA regulations; licensure regulations

Skill in: leadership; problem solving; conflict resolution; interpersonal communications

Ability to: develop relationships with others; interact with a variety of persons including clinics patients with developmental and intellectual disabilities, clinic staff, medical professionals and the public; utilize independent judgment; think strategically

**MINIMUM QUALIFICATIONS:** (Applicants will be screened for possession of these qualifications. Applicants who need accommodation in the selection process should request this in advance.)

Bachelor's degree in healthcare administration, allied health or related field and two years experience managing administrative operations of a public health or outpatient clinic; progressively responsible experience can substitute for a degree on a year for year basis.

**LEGAL REQUIREMENTS:** (These qualifications are mandated by federal/state laws, statutes, and/or regulations.)

N/A

**SPECIAL NOTES:**

Travel may be required.

State agencies are responsible to evaluate each of their positions to determine the individual overtime eligibility status as required by the Fair Labor Standards Act (FLSA).