



Chief Clinic Officer JOB DESCRIPTION

Position Title:	Chief Clinic Officer	Exemption Status:	Exempt
Job Classification:		Job Code:	
Department:	RGH Clinics		
Reports to:	Chief Executive Officer (CEO)		
Last Update:	September 14, 2018		

Job Summary

This individual is responsible for providing administrative direction and coordination in the formulation, interpretation, and administration of current and long range policies, procedures, and programs of the RGH Clinics; will provide supervision and feedback to staff and physicians that promotes positive customer service and the maintenance of an efficient clinic and safe environment of care and shall serve as a liaison between providers, administration, and support staff to fulfill the goals of the clinics and hospital.

Essential Functions

- Uphold the mission, vision, and values of the organization
- Provides administrative direction and coordination in developing, planning and implementing RGH Hospital and clinic's business plans
- Maintains liaison with all levels of clinic and administration staff, physicians and outside organizations to coordinate clinic business, accomplish directives and to facilitate the resolution of issues or concerns
- Participates and provides leadership within administration in developing and implementing the organizations mission, vision, values, strategic planning and quality improvements
- Develops operating policies and procedures for RGH Clinics and ensure compliance with established practices
- Reviews, evaluates and manages the performance of the providers to ensure that their overall performance is aligned with their goals and objectives
- Provides performance coaching and counseling for providers who fail to perform and deliver the prescribed and committed level of performance output and standards by implementing guidelines on discipline management in accordance with policies, rules and regulations, due process and bi-law regulations
- Provides leadership and direction to ensure the delivery of high quality standards of care to patients. Makes recommendations and implements programs to measure and improve provider/patient relationship
- Anticipates and drives change through the clinics while equipping staff to adapt quickly
- Tactfully mitigate conflict and performance development issues in a demeanor that promotes behavioral change
- Determines fiscal requirements, makes projections and prepares the clinics' budget
- Ensures that operating expenses are well within the prescribed limits of budget plans and fiscal guidelines

- Develops funding projections for new patient care delivery systems based on current and emerging trends in healthcare
- Conducts regular and periodic meetings with team to communicate any relevant information pertaining to clinic operations and process improvements
- Highly engaged and active in the coordination of the Accountable Care Organization (ACO) efforts to ensure requirements are met through process improvements, quality measures and continued education
- Highly involved in provider activities to include, but not limited to: recruitment, employment contracts, credentialing, committee involvement, productivity reports, chart review and review of open encounters and/or missing charges
- Informs Board of Trustees about current trends, issues and medical activities within the clinics
- Provides guidance and support to leadership team in recruitment, continuous development, and performance evaluation of support staff
- Maintains collaboration efforts with other leadership members to ensure continued operations of clinic activities to include registration, scheduling, billing, marketing activities, and other business and clinical functions
- Ensures clinic compliance with all regulatory agencies governing health care delivery and the rules of accrediting bodies (i.e. Rural Health Clinic, DNV, CMS, etc.)
- Represents the clinic in its relationships with other health organizations, government agencies, and third party payers
- Maintains professional affiliations and enhance professional development to keep current in the latest health care trends and developments

Non-Essential Functions

- Perform other duties as assigned.

Professional Requirements

- Adhere to dress code, appearance is neat and clean.
- Complete annual education requirements.
- Maintain employee and patient confidentiality at all times.
- Report to work on time and as scheduled.
- Wear identification while on duty.
- Maintain regulatory requirements, including all state, federal and local regulations.
- Represent the organization in a positive and professional manner at all times.
- Comply with all organizational policies and standards regarding ethical business practices.
- Maintains confidentiality and protects sensitive data at all times.
- Communicate the mission, ethics and goals of the organization.
- Participate in performance improvement and continuous quality improvement activities.
- Attend regular staff meetings and in-services.

Qualifications

- Bachelor's degree in healthcare administration, business, public health, or a similar field of study with a strong analytical base required
- Master's degree is preferred
- A minimum of five (5) years' experience in a clinic or hospital facility required
- Knowledge of lean management, six-sigma certification, or Studer patient experience principles preferred

Knowledge, Skills, and Abilities

- Knowledge of administration in clinic practices.
- Knowledge of CMS and DNV standards and regulations.
- Skill in organizing and prioritizing workloads to meet deadlines.
- Strong organizational and interpersonal skills
- Ability to handle a demanding workload to meet positional and organization objectives
- Ability to develop policies and procedures.
- Ability to teach and evaluate clinical performance.
- Possess a level of analytical ability to problem-solve, evaluate, plan, and direct process improvement projects and benchmarking activities for all clinical and non-clinical departments.

- Ability to determine appropriate course of action in more complex situations
- Ability to work independently, exercise creativity, and maintain a positive attitude
- Ability to maintain confidentiality of all medical, financial, and legal information
- Ability to complete work assignments accurately and in a timely manner
- Ability to communicate effectively, with excellent verbal and written communication skills
- Ability to handle difficult situations involving patients, physicians, or others in a professional manner

Physical Requirements and Environmental Conditions

- Working irregular hours to include Administrator On Call
- Work in varying degrees of temperature (heated or air conditioned).
- Work under extreme pressures.
- Exposure to blood and body fluids, communicable diseases, chemicals, radiation, and repetitive motions
- Ability to frequently handle hazardous/infectious waste.
- Position requires reaching, bending, stooping, and handling objects with hands and/or fingers, talking and/or hearing, and seeing.

General Sign-off

The employee is expected to adhere to all agency policies and to act as a role model in adherence to agency policies.

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities.

I have read, understood and had the opportunity to ask questions regarding this position description.

Employee's Signature

Date