



JOB DESCRIPTION

TITLE: Practice Supervisor
DEPARTMENT: Primary Care Physician Practices
REPORTS TO: Practice Director
FLSA: Exempt

SUMMARY OF JOB:

Directs all functions of the hospital-owned physician practice under the direction of the Practice Director. Is given broad guidance and direction and is expected to function with initiative and independent judgment. Provides leadership to staff on practice transformation efforts. Participates in the activities of the hospital owned physician practices, trains and supervises personnel, directs practice activities; determines staffing patterns and confers with the Practice Director on hiring, firing, promotions, disciplinary action and personnel evaluation. Should assist with the development, interpretation and application of practice policies, budgets and strategic plans. Monitors all services provided by outside contractors. Responsible for quality assurance in the practices consistent with organizational policies and procedures.

RESPONSIBILITIES:

Colorado West Healthcare System expects job performance to be consistent with its mission and believes that each Employee contributes to improve performance by continuously searching for ways to increase efficiencies and enhance fiscal performance and viability. In addition, Primary Care Practices are expected to collaborate with each other to ensure seamless provision of high quality, population health care by engaging with the other practices along with the practice and support departments.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

The following statements are illustrative of the essential functions of the job and do not include other non-essential or marginal duties that may be required. Community Hospital reserves the right to modify or change the duties or essential functions of this job at any time. All responsibilities may not be performed by all incumbents.

1. Responsible for the day to day management of the assigned practice(s).
 - a. Assists in developing, implementing and maintaining departmental policy and procedure changes consistent with all primary care practices
 - b. Insures implementation of requirements of practice transformation innovation programs such as CPC+ across practice
 - c. Provides review mechanism and monitors every office procedure to ensure that systems and procedures are being followed correctly, working closely with Practice Care Management, Education and Compliance and Practice billing department, EMR Informatics and hospital departments.
 - d. Maintains records and assists in authorization for payment of Accounts Payable
 - e. Monitors employee productivity

- f. Monitors departmental budgets. Makes recommendations to the Practice Director on maintaining budget, including staffing needs, medical and office supplies, vendors, etc.
- g. Coordinates with IT to maintain functionality and security of computer systems, phones, printers etc.
- h. Reviews incoming correspondence and handles accordingly. Responsible for all inter-office communication including mail, courier, etc.
- i. Must be able to complete all functions of practice positions in which certification/licensure allows. Supervisor is expected to cover when staffing needs require it.
- j. Monitors all administrative and reception procedures
- k. Implements and maintains quality control procedures
- l. Works with Director of Lab and Radiology to ensure that all licensing, training and quality assurance requirements are met.
- m. Ensure all licensing renewals (i.e. CLIA, Fire Department, etc.) remain active and renewed in timely manner

2. Responsible for the human resources function of the assigned practice(s).

- a. Supervises scheduling of practice staff, including coordinating the providers' upcoming scheduled obligations such as Medical Staff meeting, inservices, public relation events, CME and vacations.
- b. Hires and schedules professional, administrative, and support staff
- c. Provides corrections to employee timesheets and back-up approval
- d. Generates monthly staff schedule. Works with other primary care practices to help ensure staff coverage across all practices
- e. Assists in ongoing recruitment and retention efforts for departmental staff
- f. Provide routine formal and informal rounding with employees
- g. Coordinates and provides all staff evaluations
- h. Reviews/recommends disciplinary procedures and performance increases pursuant to Employee Manual
- i. Ensures that all staff have adequate time and training available to enable them to perform their jobs to the very best of their ability
- j. Coordinate training of staff with practice educator to ensure competency of staff
- k. Ensure staff recognition is implemented practice wide.
- l. Assist medical staff with completion of required credentialing and licensure requirements

3. Responsible for process improvement, compliance and patient satisfaction within the assigned practice(s).

- a. Schedules and conducts monthly inter-department staff meetings, including agenda's and meeting minutes
- b. Instills culture of customer service, compliance and process improvement throughout practice
- c. Participates in PI projects established by the Care Management team
- d. Responsible for patient and public satisfaction in dealing with staff, billing, collection and general public contact. Is liaison between practice and practice and hospital patient financial service departments
- e. Performs customer service recovery including patient complaints and grievance committee
- f. Responsible to see that all patient satisfaction surveys are distributed, available, and responded to appropriately

- g. Performs routine audits of staff compliance with workflows and documentation requirements and provides Practice Director with feedback on areas needing improvement.
 - h. Ensure all staff demonstrate competency in job functions for each practice role
 - i. Cultivates and maintains good working relationships with area providers and community healthcare partners
4. Oversees the strategic planning implementation of the assigned practice(s).
- a. Coordinates strategic planning activities of practice with Practice Director to ensure implementation
 - b. Provides information for forecasts and budgets for future growth
 - c. Assists in developing facility plans to accommodate growth
 - d. Assists providers in developing strategic plan for services
 - e. Fosters and promotes communication among all personnel so that all staff understand the long term plans and goals.
5. May assume director responsibilities when necessary.
6. Other duties as assigned.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE:

High School Diploma required; or
Associate's Degree in business administration or related field with at least one (1) year of practice management experience preferred.

LANGUAGE SKILLS:

Must be able to speak, read and write English. Ability to read and interpret documents such as physician orders, medical charts, safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to effectively present information in one-on-one and small group situations to supervisors, patients, patient's family and other employees of organization. Able to work in a team-oriented environment.

MATHEMATICAL SKILLS:

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent.

REASONING ABILITY:

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

INTERPERSONAL SKILLS:

Demonstrates exceptional customer service skills using the “Whatever It Takes” philosophy; builds relationships and proactively respects others. Requires adaptability with regular interpersonal contact.

DECISION MAKING ABILITY:

Work limited by standards and procedures. Adapts to recurring operational situations using formal and informal channels. Unusual situations are reviewed with a manager.

ANALYTICAL ABILITY:

Apply basic business or technical principles to routine and moderately complex problems. Concentrates and pays close attention to detail.

COMPUTER SKILLS:

To perform this job successfully, an individual should be computer-literate and have working knowledge of Microsoft Office applications.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; have manual dexterity; handle or feel; talk and hear. The employee is occasionally required to stand; walk; reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts, risk of electrical shock, exposure to infectious diseases, and transmission of airborne disease. The noise level in the work environment is usually moderate.

GENERAL COMPLIANCE REQUIREMENTS FOR ALL EMPLOYEES:

Attends annual compliance and privacy training.

Responsible for complying with all federal, state and local rules and regulations.

Must comply with the Code of Conduct Guide.

Reports any observation of fraud, waste, abuse, and/or privacy violations to Director of Primary Care, Human Resources or Chief Compliance Officer.

Reports any conflict of interest or relationship immediately.

HIPAA:

Ensures and adheres to strict confidentiality when handling patient information, according to the HIPAA Privacy Act and hospital policy and procedure regarding confidentiality. Complies with all hospital information security practices.

Has knowledge of and adheres to all compliance regulations, policies and procedures.

Final Section I understand that my employment is for an indefinite period of time and that his facility can change wages, benefits, and conditions of employment at any time.

Employee Name & Signature

Date

Supervisor Name & Signature

Date