



Murray County Medical Center Position Description

Classification:	Clinic Manager
Department:	Clinic
Location:	Murray County Medical Center
Reports to:	CEO
FLSA Classification:	Salaried/Exempt

Position Purpose

This position is responsible for coordination and facilitation of overall clinic operations. Responsible for managing providers and nursing schedules and workflow, as well as coordinating and organizing outreach providers and their schedules, to ensure quality care and customer service is provided to our patients.

Essential Duties and Responsibilities

1. Ensure the clinic operates in an efficient, cost-effective manner.
2. Serve as an ambassador for MCMC at all times and maintain confidentiality when dealing with all customers.
3. Provide leadership and direction for the day-to-day operations of the clinic staff to maintain RHC guidelines.
 - Create and implement work schedules for all clinic staff which includes coordination of providers daily clinic and hospital schedules along with local nursing homes, assisted living, and hospice care schedules.
 - Oversee the work activities of the department in alignment with the vision and directives of Murray County Medical Center.
 - Supervise Health Care Homes Program and Nurses.
 - Be the liaison for providers, staff and administration.
 - Recruit, participate in new hire orientation, manage, and develop staff by establishing goals and objectives, provide effective feedback and development opportunities, and ensure employees receive proper on-the-job training and performance management.
 - Provide performance evaluations for assigned staff members, including peer and self-evaluations. Responsible for disciplinary actions if needed.
 - Keeps lines of communication open with staff to ensure high employee morale and a professional clinic atmosphere.
 - Attend to personal matters (i.e. phone calls, visitors and discussion of personal interests/concern) during break/off duty time.
 - Ensure that office space, supplies, and equipment are provided and maintained appropriately for medical staff and patient care.
 - Schedule and coordinate educational opportunities and in-services for all clinic staff.

- Monitor licensing and certification requirements for staff and schedule education when due.
 - Available 24/7 for provider/nursing staff changes or patient concerns.
4. Receive, investigate and make recommendations regarding patient complaints in accordance with MCMC policy and procedure.
 5. Manage required reporting measurements.
 - Complete Community Measurements and Quality Reporting for all clinic sites.
 - Develop, implement, and review clinic operating policies and procedures in accordance with the policies and procedures of MCMC and the requirements of outside regulatory agencies.
 - Participate in Quality Improvement program by collecting data pertaining to unit specific indicators on an ongoing basis (i.e. chart audits).
 - Complete and file annual reports.
 - Abide by state immunization regulations.
 - Submit and file death certificates to the MN department of Health.
 - Submit all DOT physicals to the state registry online.
 6. Oversee the responsibility of the Quality Assessment and Performance Improvement Program.
 - Develop an annual QA/PI plan.
 - Collect and assess data regarding patient services and outcomes according to QA/I plan.
 - Compile and submit data for State and Federal Registries.
 7. Supervise the maintenance of medical records assuring accuracy, completeness and compliance with licensing regulations and legal and ethical standards.
 8. Serve as facilitator for students seeking learning opportunities within the Clinic setting.
 9. Participate in events of MCMC and function as a member of the Executive Team.
 - Participate in facility and departmental in-services and staff meetings.
 - Coordinate work flow with other team members to ensure a productive and efficient environment.
 10. Responsible for completion of department's annual budgetary responsibilities.
 11. Demonstrate knowledge of MCMC regulations regarding patient care, fire and safety, infection control, disaster plans, and emergency codes.
 12. Other duties as assigned.

Job Activities

<i>Percent of Job</i>	<i>Major Activity</i>
70%	Manage day to day clinic staffs schedules (providers and nurses) and overall daily operations.
10%	Supervise Home Health Care program and employee.
10%	Clinic quality improvement and state reporting.
10%	Fill in for positions, as needed.

100% Total

Education and Experience

- Bachelor Degree from an accredited school of nursing, business, or healthcare administration.
- 1 year in a managerial role in a healthcare environment preferred.
- Bi-annual CPR certification.
- Meet state regulated CEU requirements.

Requirements

- Must be able to provide leadership and direction for the day-to-day operations of the clinic resolving problems related to staffing, utilization of facilities, equipment and supplies.
- Expertise in written communication such as reports, correspondence, and documentation requirements.
- Comprehensive knowledge of clinical practice, applicable rules and regulations and industry standards pertaining to rural health clinical operations.
- Knowledge of standards related to the nursing practice, anatomy, physiology, the disease process, pharmacology, IV therapy, aseptic techniques and basic EKG.
- Able to read and interpret documents (operating and maintenance instructions, procedures manual, employee handbook, etc.).
- Ability to communicate effectively with patients/families, peers and physicians, presenting a positive image at all times.
- Ability to multi-task and handle multiple priorities.
- Able to utilize effective problem-solving skills.
- Able to remain calm during stressful situations; venting emotions/frustrations at the appropriate time and place.
- Flexible to change and able to work effectively in a team environment.
- Display behavior that promotes safety of self and others.

Working Conditions and Physical Demands

- Work is performed indoors, but frequently exposed to wet/slippery conditions.
- Continuously deal with moderate to high degree of detail and deadlines.
- Working conditions include exposure to communicable diseases and exposure to potential allergens and the risk of blood borne diseases; exposed to infection and disease-bearing specimens; infections and contagious diseases; hazards of handling diseased organs and tissues; odorous chemicals and specimens; housekeeping/cleaning agents/chemicals; explosive chemicals, gases and low-level radiation. May be exposed to bio-hazardous, radioactive substances and toxic chemicals.
- Must have acuity of sight, depth perception, field of vision and color vision.
- Must be able to hear ordinary conversations and be able to differentiate distinctive sounds are required.
- Use of Personal Protective equipment could include eye protection; gown; mask; face protection; non-sterile/sterile medical gloves; and possibly respirators.

- Frequent sitting, walking, bending, stooping, and lifting up to 25 pounds. Occasional standing, kneeling, squatting, and periods of sustained effort involving lifting/carrying up to 60 pounds; assists with lifting and moving patients.
- Continuous use of the keyboard with occasional repetitive movement.

Equipment Operation

- Other equipment includes: computer, Fax/scanning machine, copier, multi-line telephone and printer.
- Must have knowledge of blood pressure machine and EKG machine.

Supervisory Responsibilities

Supervision of LPN nurses -clinic, and direct support, and RNs - triage, care coordinator, and clinic Lead. Work direction given to Providers, orthopedic surgeon, and locum providers.

Employee Signature: I have read and agree that I can perform the essential functions of this position.

Print Name

Signature

Date

Manager or HR Rep. Signature

Date