

EL DORADO COUNTY COMMUNITY HEALTH CENTER

JOB DESCRIPTION

JOB TITLE: Chief Operating Officer (COO)
REPORT TO: Chief Executive Officer
DIRECT REPORTS: Front Office/Medical Records Manager, Site Managers, Nursing Manager, Facilities Manager, Compliance Manager

JOB SUMMARY: Under the direction of the CEO, and in collaboration with the Chief Medical Officer (CMO) and Clinical Leadership, manages all aspects of the El Dorado Community Health Center (EDCHC) clinic operations. Oversees and supervises the operational areas of the clinical sites, nursing services, medical records, scheduling, call center, referrals, compliance and facilities operations and maintenance. The COO provides leadership and support to site and other managers with regard to staff supervision and the development of strong teams, systems and workflows. Interfaces and collaborates on the operational side of Dental, Behavioral Health and Medication Assisted Treatment (MAT) Services. Works in partnership with the CMO to achieve the strategic priorities of the organization and ensure effective working relationships between clinical leaders and the health center operational leadership.

JOB DUTIES AND RESPONSIBILITIES

Management

1. Collaborates with the CFO and provides input into the development of the annual operating budget and ongoing opportunities to ensure fiscal stability related to operations.
2. Responsible for operationalizing strategic objectives and providing technical support and direction to site management and with other executives to ensure standardization of operations across all health center locations.
3. Oversees development, evaluation and assurance for best practices for operational policies, protocols, and procedures and recommends revisions as appropriate.
4. Assesses scheduling utilization and efficiencies, with monitoring of appointment systems to ensure patient access balanced with available resources and financial needs.
5. Directs overall operations to ensure compliance with state, federal, regulatory and accreditation agencies.
6. Develops and documents processes, procedures, systems and successful communication mechanisms to improve health center efficiency as well as patient and staff satisfaction.
7. Conduct regular communication and at least semi-monthly staff meetings with direct-report staff to share information, seek input, problem solve, and plan, make and track assignments.

8. Engage with the operations side of Dental, Behavioral Health, and MAT Services, to ensure consistency in operational integrity and flow.
9. Supervise direct-report staff and conduct annual performance appraisals, taking corrective action as appropriate.
10. Oversee Center compliance manager and activities including the operation of the 340B program.
11. Supervise the Facilities Manager and ensure effective coverage and operations of resources to ensure facilities operations and safety.
12. Assess the training and development needs of direct-report staff and plan and arrange for appropriate training.
13. Serve on clinic and Board committees, and represent the Center with partner agencies, stakeholders and community on issues related to the Center and future planning.

Clinic Operations

1. Plan, schedule and make work assignments for management overseeing front and back office activities to ensure adequate staff coverage, accessible and appropriate scheduling of client appointments, efficient clinic flow, collection of completed and signed forms required for medical records, and the delivery of high quality services utilizing available metrics and evaluation measures.
2. Provides oversight and facilitation of operational activities between health center sites.
3. Assure maintenance of an adequate and legally defensible medical records system and coordinate the release of medical records information with outside entities.
4. Maintain knowledge about and assure compliance with HIPAA, eligibility requirements for insurance reimbursement and other pertinent laws and regulations having an impact on EDCHC operations.
5. Supports each health center in the preparation of accurate and appropriate annual operating budgets for health center sites, to the CEO and CFO for review and approval, manages health center sites within budget, and reports accurately on progress and challenges encountered.
6. In collaboration with the CFO, provide input on updates of the fee schedule and other reimbursement and payment policies as appropriate, as well as Medi-Cal and CMS directives.

Customer/Public Relations

1. Ensure the Center conducts periodic assessments of client satisfaction, analyze and share results with Center employees and implements appropriate measures where improvement is needed.
2. Be available to communicate with media sources to promote public awareness of health needs in El Dorado County, share information, answer questions, and engage community interest, as requested.

Risk Management

1. In collaboration with others, will design and implement an overall risk management process for the organization, which includes an analysis of the financial impact on the company when risks occur.
2. Oversight for identification and assessment of physical threats in the centers and putting plans in place for mitigation of the risk.
3. In collaboration with the CEO, responsible for addressing and managing health-related claims, including medical malpractice claims that may be eligible for FTCA coverage or that could give rise to a legal claim or potential claim asserted against EDCHC or otherwise subject EDCHC to risk. Ensure that such claims or potential claims are handled in accordance with law, insurance policies, and to the business standards and practices of EDCHC.
4. Implement health and safety measures, and collaborate with the Finance Director on the purchase of insurance products/policy for liability.
5. Conducts policy and compliance audits and collaborates with Leadership in coordination with internal and external auditors.

Safety

1. Maintain current knowledge of policies and procedures and legal requirements as they relate to safe work practices.
2. Follow all safety procedures and report or resolve unsafe conditions to ensure an injury-free work environment.
3. Use appropriate ergonomic measures to reduce risk of work-related injuries.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of:
 - community clinic or outpatient medical office operations; non-profit, rural setting highly desirable.
 - knowledge of and requirements of Federally Qualified Health Centers (FQHC).
 - pertinent federal, state and local laws and regulations regarding issues affecting licensed community centers including Medi-Cal Managed Care.
 - principles of effective collaborative management, supervision and mentoring.
 - knowledge of current principles and best practices related to patient experience and innovation in care delivery.
- Skills in:
 - effective oral and written communication.
 - effective organization of work and attention to detail.

- using a computer for word processing, simple spreadsheets and e-mail.
- Ability to:
 - share in the EDCHC mission and team orientation approach.
 - embrace a collaborative and transparent management style with staff and colleagues.
 - develop rapport and work with people of all ages, cultural, religious, social and ethnic backgrounds.
 - conceptualize, analyze and problem solve with data driven decision-making.
 - be a consensus builder with staff.
 - be courteous and utilize professional behavior in all interactions with the public and staff.
 - inspire confidence and trust in clients and staff.
 - maintain a high level of confidentiality and the protection of health information.
 - Demonstrate collaborative leadership with the EDCHC leadership Team.
 - be flexible in accepting, changing or carrying out assignments.

QUALIFICATIONS

To qualify for this position, an individual must possess any combination equivalent to sufficient experience and/or education that would likely produce the required knowledge, skill, and ability requirements listed above. A typical way to acquire the required qualifications would be:

Experience:

At least five years of progressively responsible experience in administration within a health care setting, with operational experience. Experience in a management position with supervision of staff within an outpatient or clinic operational structure. Experience in a Federally Qualified Health Center (FQHC) is preferred and well as experience in a rural setting.

Education:

Bachelor's degree in Health Care Administration, Public Health, Business Administration, or closely related field is required. If the candidate is a licensed clinical professional, they should also have administrative and operational experience. A Master's degree preferred.

OTHER

Physical Requirements:

Normal health center/interior office environment. See, hear, talk, walk or move about, sit and/or stand for long periods of time, reach, stoop, bend, lift up to 20 lb.; repetitive hand movement; use and view a computer; use a calculator, operate fax, copier, telephone and car; read and write English.

FLSA Status: Exempt

Note: The above statements are intended to describe the general nature and level of work being performed by persons assigned to this job. They are not intended to be an inclusive list of all duties, responsibilities and skills required of incumbents. In accordance with the Americans with Disability Act, reasonable accommodation may be made to enable qualified individuals with disabilities to perform the essential job functions.