

***Employment at Morrow County Health District***

Morrow County Health District believes that each employee makes a significant contribution to those we serve and the District as a whole. Every day our patients, families, other healthcare providers, visitors and coworkers are always deserving of exceptional, friendly service and the highest level of quality care possible. This is made possible by all employees agreeing to adhere to the District’s Promise of Excellence and upholding our True North Statement of “Welcoming our patients and providing exceptional care.”

Your contribution to the District and those we care for is not limited by the responsibilities set forth in this position description. This description is designed to outline primary duties, qualifications and job scope, but not limit the employee nor the organization to just the work identified. It is our expectation that each employee will offer his/her services wherever and whenever necessary.

**Title:** Director of Irrigon Medical Clinic

**Department:** Clinics

**Exempt/Non-Exempt:** Exempt **Reports to:** COO

**Pay Equity Group: \_\_\_\_\_\_\_\_\_\_\_\_\_ Effective Date: 5/11/21**

**General Position Summary:**

The Director of Irrigon Medical Clinic leads the development and implementation of Primary Care strategies for Morrow County Health District’s Irrigon clinic location. This includes implementing standards, standard work protocols, policies and supervision of clinic staff; all clerical staff and medical assistants. This is a leadership position and requires leadership skills and experience.

**Essential Functions:**

1. Manage the operations and delivery of services to the District’s Irrigon Medical Clinic while maintaining a culture of “Welcoming our Patients and Providing Exceptional Care”.
2. Increase organizational awareness in the communities we serve, thereby increasing patient volumes.
3. Maintain open and positive communication with staff, medical providers and other hospital and District departments.
4. Work in partnership with medical providers, administration and clinic staff to develop and implement programs that promote health and access to primary care in the Morrow County Health District service area.
5. Work collaboratively with the providers, administration, and clinic staff to ensure clinic is certified and continuously meets criteria and compliance for:

* Rural Health Clinic Certification
* National Health Services Corps Certification
* Patient Centered Primary Care Home Certification
* Medicare Meaningful Use Attestation
* Eastern Oregon Coordinated Care Organization Program Guidelines

1. Ensure that clinic operates at peak efficiency to provide timely, high quality coordinated care with exceptional patient outcomes, and is ready for state survey at all times.
2. Works collaboratively with the providers and staff to ensure meaningful quality metrics are selected, tracked and continuously improved. This includes both clinical quality as well as patient satisfaction. Implement and oversee policy in the areas of safety, environmental protection and infection control.
3. Acts as liaison with professional medical staff and other personnel in administering policies and procedures regarding patient flow and utilization of space, time, supplies and equipment. Implements policies and procedures to improve patient care and utilization of clinic resources.
4. Meets regularly with the COO. Schedules and leads regular clinic staff meetings. Attends monthly Department Manager Meetings and if requested, monthly Board of Director meetings. Attend required in-services and educational programs.
5. Ensure that all staff maintain strict patient confidentiality and follow all HIPAA regulations.
6. Manages personnel actions including, but not limited to, hiring, performance evaluations, discipline process, submission of time cards, tracking of time and attendance and management of schedules and vacation coverage for all staff, works collaboratively with the Human Resources Director for assistance in areas related to personnel.
7. Prepares annual budget for clinic. Ensures appropriate fiscal management of the practices. Approve and submit invoices as needed to Accounts Payable Department.
8. Schedules and prepares for the annual Rural Health Clinic Program Evaluation Meeting for the clinic, including compiling data, preparing reports and leading this annual meeting.
9. Participates in all trainings, education and meetings as requested.

**Secondary Functions:**

1. Oversees and ensures the implementation of standards and standard work in the clinic. This includes proper training of all staff, policy education, and verification of competency through regular observation.
2. Manages all patient complaints for the clinic and coordinate responses with providers, Administration, and/or the Patient Business Office Manager if appropriate.
3. Coordinates with the Community Relations & Communications Coordinator to promote health education and screening programs as well as clinic services. These activities include the clinic Adolescent Well-Care and Sports Physicals promotion, sponsorship/participation in health-related fairs, Special Districts sponsored educational events, and other related activities and events.
4. Coordinate and promote visiting specialty care provided in our clinic setting.
5. Ensures office and clinic supply inventory is current, mail is opened and processed and all offices are opened and closed according to established procedures. Ensures all safety inspections, drills and education are completed as per policy.
6. Other duties as assigned.

**Job Scope:**

**Supervisory Responsibility:**

Works as a liaison with physicians, and mid-level medical providers, has direct supervision of medical assistants and clerical staff. Will schedule or oversee staff schedule (non-provider employees), oversee training of staff, track required licensing of all staff, track required staff trainings, and conduct annual performance evaluations of non-provider staff. Will approve time sheets, vacation requests as per policy and other time off. Will work with the Human Resources Director on employee issues when needed. May delegate duties as she/he sees fit.

**Interpersonal Contacts:**

Excellent professional interpersonal communication skills are required for in-person, phone and email communications. The Director is in constant communication with clinic medical providers and other staff, and has various interactions with other District staff, patients and their families, community partners and leaders. May represent the Clinic/District at public meetings and events in a variety of settings. Demonstrated understanding and appreciation for diverse cultures required. Must be able to interact with others in a thoughtful and professional manner.

**Specific Job Ability:**

The Clinic Director must possess excellent communication skills, both written and verbal and have the ability to work effectively and independently with all levels of clinical and administrative staff within the District, and with Community leaders. The director must possess strong leadership qualities and have previous leadership experience. Must have excellent planning and project management skills, along with demonstrated program development and implementation experience, and the ability to manage multiple, concurrent projects. Needs to have an understanding of the use of project management tools, facilitation, group processes. Will constantly utilize critical thinking skills. Must possess good decision making skills and the ability to act autonomously, managing frequent variations in workload and time management. The director must be skilled in general office operations and be an experienced user of Microsoft Office programs: Excel, Access, PowerPoint and Word, and be able to become an expert user of the District’s Electronic Medical Record software. Must be able to track, extract and report data used for various reports and clinic certification requirements. Must be able to prepare an annual operating budget with the assistance of the Chief Financial Officer. Excellent planning and project management skills, including use of project management tools, facilitation, group processes. Excellent critical thinking skills required. Must be able to track schedule changes and assignments for clinic providers and staff. Experience in program development and implementation required. Must be able to concentrate on detail with constant interruptions and be able to prioritize and reprioritize duties as needed.

**Specific Job Effort:**

Mental efforts of the position include handling clinic staff issues on a day to day basis, handling patient issues and complaints, sometimes hostile, while maintaining composure. Must be able to manage conflict between employees, patients, providers or combinations of those groups, and the ability to function professionally while in stressful situations.

Physical efforts include adequate vision, hearing and manual dexterity to perform duties,

be able to safely lift up to 25 lbs., excessive sitting, walking, bending, stooping, standing.

**Education, Experience and Certification/Licensure:**

Five years of leadership and management experience, medical clinic management experience preferred. Some college education required, with Bachelor Degree in Healthcare Administration, Business, or related field preferred. Combination of education and work experience will be considered.

**Job Conditions**

The position is subject to exposure to infectious diseases, substances, odors, hostile and emotionally upset patients & family members, etc. throughout the work day. Occasional exposure to blood, body fluids, infection waste, hazardous materials and noise. There will be some travel between clinics, for meetings and events as well as occasional overnight stays for trainings, etc.

*I have read the above position description. I will perform the position to the best of my ability. A copy of this position description will be placed in my personnel file.*

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*Signature of Employee Date*