WEST PARK HOSPITAL DISTRICT
JOB DESCRIPTION

JOB TITLE: Physician Clinics Director
DEPARTMENT: Physician Administration
REPORTS TO: Chief Executive Officer

JOB SUMMARY: Under minimal supervision, provides direction and administration of WPH owned clinic’s activities to ensure accomplishment of their objectives. Recommends clinic objectives to ensure financial profitability through short and long range planning in order to achieve and maintain growth. Continually evaluates the timely adjustment of clinic strategies and plans to meet changing national, state, and local needs. Coordinates recruitment and credentialing of employed physicians. Supervises WPH employed physicians in clinic and non-clinic settings. Supervises physician clinic personnel.

CULTURE/RELIGIOUS ASPECTS: Employee will care for patients of all cultural and religious backgrounds. In view of the seasonal influx of people from all over the world, be prepared to care for patients of diverse cultural and/or religious backgrounds.

ETHICS AND COMPLIANCE: Employee performs within the prescribed limits of the hospitals/departments Ethics and Compliance Program. Is responsible to detect, observe and report compliance variances to their immediate supervisor, or upward through the chain of command, the Compliance officer or hospital hotline.

ESSENTIAL FUNCTIONS:

1. Develops and implements unit specific patient/customer service, human resource and financial goals and objectives consistent with hospital goals and objectives.
2. Develops and implements unit specific policies and procedures.
3. Performs all aspects of human resource management including recruitment and retention of assigned staff. Works with WPH Recruitment office on recruitment of non-physician staff.
4. Analyzes and determines appropriate staff mix to support patient/customer needs.
5. Ensures patient/customer satisfaction by analyzing patient/customer complaints, concerns and suggestions and providing appropriate follow-through.
6. Within scope of authority, ensures the development of systems to properly support clinic-wide activities using sound internal control principles. Ensures internally required information and reports are communicated as appropriate. Directs the coordination of hardware and software requirements for existing and future systems.
7. Ensures competency of unit staff/student through the development and/or presentation of educational programs and through ongoing staff performance evaluation.
8. Forecasts staffing, capital and operating budget needs in evaluating and reporting on the units market sensitivity, financial analysis, space utilization review, staff performance evaluation, etc.
9. Plans and organizes staff and facilities to meet patient/customer needs.
10. Markets and promotes new and existing programs and services to internal and external customers.
11. Works with the Medical Staff Services coordinator on medical staff credentialing of employed and locum physicians.
12. Facilitates cooperative and collaborative community and institutional relationships.
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13. Ensures adherence to legal requirements and government reporting. Works to report quality and other data as required by the government to ensure physician reimbursement is not negatively impacted. Develops plans to improve reported scores and avoid reimbursement reductions.

14. Directs the preparation and maintenance of management reports necessary to carry out functions of the clinics. Reviews reports with physicians and works on corrective actions where needed.

15. Reviews physician employment contracts and works with the CEO to renew contracts. Calculates required physician bonuses. Logs all payments to physicians and compares to contracts in accordance with policy.

16. Works with physician office coordinators to maximize time of service collections.

17. Ensures coordination of payroll functions and personnel records of assigned staff

18. Ensures adherence to licensing bodies’ requirements. Directs the preparations of information requested or required for compliance.

19. Works with physicians to complete call schedules. Works with Administration to fill openings with Locum Physicians as needed.

SECONDARY FUNCTIONS:
1. Participate in hospital wide committees.
2. Prepare Performance Improvement plan and submit reports as required.
3. Undertakes special studies or projects as requested.

EDUCATION: Bachelor’s degree in a business or healthcare related field required and a Master’s degree preferred. Knowledge of physician reimbursement, coding and physician practice management systems. Knowledge of regulatory and accrediting body standards and requirements.

SKILLS: 10 Key and PC computer experience. Demonstrates positive customer service. Effective verbal and written communicator. Ability to actively manage change, resolve conflict, problem-solve and make decisions.

EXPERIENCE: Minimum of five years Physician Practice Management experience required. Previous experience and demonstrated success as a Physician Practice Manager providing administrative oversight to a minimum of 10 or more physicians in a single specialty or multi-specialty group setting.

WORKING CONDITIONS: Works in a clean, heated and air conditioned area. Works 40 hours per week, Monday through Friday, additional as needed.
PHYSICAL DEMANDS: Long periods of standing or sitting. Normal hearing and sight are necessary.

My job requires that I lift:

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<th>OCCASIONALLY</th>
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<td>A. Up to 10 lbs.</td>
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<td>B. 11 - 24 lbs.</td>
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<td>C. 25 - 34 lbs.</td>
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<td>D. 35 - 50 lbs.</td>
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<td>E. 51 - 74 lbs.</td>
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<td>F. 75 - 100 lbs.</td>
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STATE

H. STANDING       X
I. WALKING        X
J. SITTING        X

Any lifting of 35# or more requires the use of an assistive device and/or physical assistance.

EXPOSURE CATEGORY 3

1. Tasks that involve exposure to blood, body fluids or tissues. This includes all procedures or job related tasks that involve inherent potential for mucous membrane or skin contact with blood, body fluids or tissues, or potential spills or splashes of them.

2. Tasks that do not involve exposure to blood, body fluids or tissue, but exposure may be required as a condition of employment. Appropriate protective measures are readily available to these employees when needed.

3. Tasks that involve NO exposure to blood, body fluids or tissue and Category I tasks are not a condition of employment.

________________________  ____________________
Employee Signature        Date

Reviewed: