

JOB QUALIFICATIONS:

Education: Bachelor's Degree required. Master's Degree, PhD or MD preferred.

Experience: 5-10 years of healthcare leadership experience in an outpatient setting required.

Licensure: NA

Certification and other requirements: Strong interpersonal, customer service and team work skills preferred.

PHYSICAL REQUIREMENTS:

Ability to sit at desk for up to 6 hours daily. Ability to keyboard up to 6 hours daily. Ability to speak and hear clearly using the telephone. Ability to clearly speak and hear in public.

PERFORMANCE STANDARDS	KNOWLEDGE, SKILLS AND BEHAVIORS
1. <i>Policies, Procedures and Practices</i>	Consistently complies with policies, procedures and practices.
2. <i>Regulatory Requirements</i>	Completes and maintains all regulatory requirements including: licensure and certification and other mandatory training within established time frames.
3. Highly Support the management of SKMC	<ul style="list-style-type: none"> • Develops strategic initiatives for Ambulatory Services in Conjunction with the COO and the Medical Staff Chairs • Manages the clinical care components of Ambulatory Services in cooperation with the department's Medical Staff Chairs and Nursing leadership • Works with Medical Staff Chairs and Nursing leadership to implement clinical and non-clinical strategic objectives. • As a member of Management Team works to support Vision and Mission • Develops a list of goals and undergoes an annual evaluation by the COO. • As a member of Management Team supports other leaders in the organization regarding the creation and implementation of initiatives.
4. Work effectively with the nursing and physicians leadership	<ul style="list-style-type: none"> • Works with Medical Staff Chairs and Nursing leadership to implement clinical and non-clinical strategic objectives. • Works with the Chief Nursing Officer (CNO) to assure appropriate nursing processes and staffing is in place. • Works with Clinic leadership to assure a smooth patient flow, optimizing physician productivity.

5. Enhance the productivity of all related operations	<p>Works to develop improved processes to address patient access</p> <ul style="list-style-type: none"> • Manages work space allocation of the Clinics, and assures the property/equipment is maintained appropriately.
6. Create a positive culture toward patient satisfaction	<ul style="list-style-type: none"> • Works with the other members of the leadership team to develop metrics for: a) Work week standards for each specialty. b) Patient satisfaction. c) Staff satisfaction. d) Productivity. • Develops dashboards for each specialty and for each physician using these metrics and others as needed. • Works closely with the Chief Medical Officer (CMO), and the Office of Professional Staff Affairs to accomplish. • Works with Clinic leadership to assure a positive patient experience .
7. Communicate effectively with all related departments	<ul style="list-style-type: none"> • Works with Quality Management to assure all quality metrics are achieved. • Working with the Marketing Department develops a marketing and communication plan for Ambulatory Services. • Works with the Revenue Cycle team to assure appropriate capture and collection of revenue.