



HOH INDIAN TRIBE

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Position Description

Job Title	Director of Health Clinic Services
Department	Administration
Reports To	Executive Director
Status	Permanent / Full Time
Salary Range	\$27.00 - \$29.00 P/H
Location	Hoh Tribe Reservation

Summary

This is a full-time management position that is responsible for ensuring the smooth operation of the medical clinic. This includes organization, oversight and supervision of all medical and administrative staff. The Business Director of Health Clinic Services must interface with the physician and health care team to ensure that office operations and staff provide the maximum level of support to the provider team so that provider time with patients is maximized. The Business Director of Health Clinic Services is key to ensuring the ability of the clinic to meet its goal of providing high quality health care with a highly motivated and competent staff while maintaining a reasonable level of profitability in a challenging business environment.

Duties and Responsibilities The duties of this position include, but are not limited to:

- Analyze and organize office and clinical operations and procedures.
- In cooperation with appropriate staff, develop, write and communicate office and patient care protocols.
- Evaluate office production, revise procedures and devise new processes to improve efficiency of front office, clerical, billing and patient care.
- Develop policy and procedures for systematic retention, protection, retrieval, transfer and disposal of records.
- Responsible for the development, review and updating of all clinic policies as well as implementing policy changes.
- Organize regular provider and staff meetings as appropriate. Regularly document same to cover education, mandatory in-service requirements, quality assurance and information updates.
- Maintain compliance with insurance plans, HIPPA, OSHA/WISHA, Medicare, Medicaid, FQHC and other local, state and federal regulations concerning the operation of a medical clinic.

- Help establish benchmarks for practice performance and productivity, monitor production and prepare reports for Health & Human Service Director, providers and clinic staff.
- Oversee billing, accounts payable and receivable and collections functions and maintain safeguards for these functions. Provide appropriate reports to Tribal Accounting office and HHS Director.
- Analyze insurance contracts and complete necessary information to contract with private insurance, Medicaid, Medicare and other governmental benefit programs.
- Establish and maintain up-to-date fee schedule.
- Coordinate physician and employee work schedules, manage master physician appointment templates.
- Coordinate schedules and activity of reception and billing staff.
- Maintain appropriate staffing to meet patient care and physician needs including a pool of per diem staff for front office, billing, nursing and medical assistant positions.
- Develop and update job descriptions.
- Recruit, hire and arrange for orientation, training, supervision and annual evaluation for all staff.
- Organize, maintain and monitor quality indicators that are pertinent to patient care and develop and evaluate action plans consistent with identified quality concerns involving all staff in quality care issues throughout the clinic.
- Builds provider relations through regular communications, clarification of procedures and means to resolve problems.
- Assures that provider credentialing and accreditation requirements are complete and up to date.
- Coordinate provider recruitment activities with current providers by researching, screening and interviewing candidates.
- Prepares providers for legal and compliance issues.
- Coordinates provider orientation to clinic and hospital and training in clinic processes and EMR system.
- Choose and contract with supply and service vendors and ensure that that a system exists to order supplies in most expedient, cost effective manner. Authorize and monitor purchasing.
- Ensure scheduled equipment maintenance and repair.
- Performs other related duties as required/assigned.

Skills and Specifications

- Must possess strong leadership skills and be able to provide continual motivation for staff and providers to maintain high quality health care, change systems to improve efficiency and quality, suggest solutions for problems and concerns, resolving interpersonal conflicts, increasing skills and knowledge of staff and developing new health care services.
- Thorough knowledge of medical office operations and practice management including scheduling, billing systems and payment practices of Medicare, Medicaid and private insurance companies.
- Basic computer and spreadsheet skills.
- Knowledge and experience using electronic medical records systems desired.
- Ability to interpret and supervise business policies of practice.
- Ability to communicate well with employees, patients and the general public.
- Ability to work with staff and providers to analyze problems and present solutions and resolve conflicts.
- Ability to travel to necessary trainings and/or workshops.
- Ability to attend evening or weekend meetings when necessary.
- Must adhere to the personnel policies and drug and alcohol polices.
- Must submit to and clear a pre-employment alcohol and drug test, and criminal background check

Education and Qualifications

- Prior medical clinic management experience, preferably in primary care and prior supervisory experience.
- Prefer experience in recruiting medical providers and other professional staff.
- Bachelor's Degree in Health or Administration required, Master's preferred
- Combinations of work experience in private sector or military
- Must obtain or have a Valid Washington State Driver's License

There will be no discrimination in selection process for this position because of race, color, age, sex, national origin, physical handicap, marital status, political membership or non-membership in an employee organization (43 CFR 17.3). If the applicants have equal qualifications, preference will be given to Native Americans and Alaskan Natives (Title 25 USC). Applicants claiming Indian preference must submit verification of Indian certification by tribe of affiliation or other acceptable documentation of Indian heritage. All other interested persons are encouraged to apply.