

## POSITION DESCRIPTION

<b>POSITION TITLE</b>	<b>Manager of Physician Practices</b>
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<b>REPORTING RELATIONSHIP</b>	<b>VP of Ambulatory Services</b>
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<b>POSITION SUMMARY</b>	The Manager of Physician Office Management supervises staff members of the physician offices. He/She is responsible for the productivity, quality, and goal accomplishment of the work groups. The Manager of Physician Office Management demonstrates excellent customer service. He/She upholds the standards contained in the Vision, Mission and Values of Hills & Dales General Hospital.
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## POSITION ACCOUNTABILITIES

1. Models Hills & Dales Values & Standards of Behavior.
2. Supports the goals of Hills & Dales General Hospital.
3. Contributes to Hills & Dales success targets for net operating margin.
4. Responsible for supervision, training and evaluating physician office staff.
5. Accountable to address personnel issues and grievances. Disciplinary action as warranted.
6. Assesses and maintains supply and equipment needs.
7. Oversees physician office billing is completed in a timely fashion.
8. Supervises maintenance of patient records, files and other records.
9. Implements procedures to ensure patient confidentiality.
10. Works with physician and staff to develop office goals and objectives which coordinate and work toward achieving the goals of Hills & Dales General Hospital.
11. Works collaboratively to develop policies and procedures, quality assurance program, safety, security and infection control standards required for safe and effective physician office functioning.
12. Schedules staff.
13. Troubleshoots personality conflicts.
14. Assists in developing operational budget and ensures that physician's offices operate within budget.
15. Works with patient accounting to analyze and problem-solve receivables, aged accounts and uncollectible accounts in physician's offices.
16. Coordinates start-up or relocation of physician offices.
17. Refers clinically related issues, problems or concerns to physician.
18. Recommends physician office purchases under \$100.00 as appropriate and within budget. Recommends larger purchases to VP of Patient Services.
19. Approves biweekly payroll and employee requests for paid time off.
20. Establishes and maintains communications within physician's offices, within the hospital, developing professional affiliations as appropriate.
21. Continues professional growth and development for self and staff through in-services or participation in other workshops or educational committee decisions.
22. Participates in hospital committees as required; participates in implementing committee decisions.
23. Other duties as assigned.

## QUALIFICATIONS

Bachelor's degree (Masters preferred) in Office Management or equivalent required.

## EXPERIENCE & SKILLS

Minimum of 5 years management experience required.

Interpersonal skills including, effective communicator, knowledge of group dynamics, ability to be a team member and a team builder, ability to energize and focus a group to work together to achieve goals and objectives.

Problem solving skills.

Able to travel within Tuscola, Huron and Sanilac Counties regularly.

## PHYSICAL DEMANDS

Prolonged, extensive or considerable standing/walking. Pushes/pulls and/or moves/lifts equipment/supplies. Considerable reaching, stooping, bending, kneeling and/or crouching. Considerable sitting and driving. Keyboard operation.

## Work Conditions

Occasional contact with patients may occur under a variety of circumstances. Exposure to weather. Driving a motor vehicle in varying weather. Varied working hours to supervise clinics during their hours of operation.

***We are an Equal Opportunity Employer***