

**HFMA Career Center
Sample Job Description**

DEPARTMENT: PHYSICIAN SERVICES

POSITION CODE: 439

JOB DESCRIPTION

JOB TITLE: DIRECTOR OPERATIONS AND FINANCE – VERSION 4

MAIN FUNCTION:

Management of affiliate practices including: budgeting, financial reporting, information systems, human resources, payroll management, office operations and administration of support system including supervision of the Director of Physician Billing, the Clinical Nurse Manager, and two regional Nurse Managers. Formulation and administration of a wage and salary program for affiliate practices including the physicians, physician assistants and nurse practitioners. Maintain expertise in administration of health facilities and promote to area practices that expertise through active participation in professional associations and meetings. Reports to the Vice president of Medical Affairs.

DUTIES AND RESPONSIBILITIES

Financial

- ** 1. Screens and approves capital expenditures to be proposed in the annual budget.
- ** 2. Prepares and manages annual budgets for AMS physician practice departments, and the physician services and billing departments.
- ** 3. Develops and monitors cost containment strategies.
- ** 4. Monitors key physician practice financial ratios including A/R ratio, collection ratio and overhead expense ratio. Report same information on regular basis to finance division and to physicians.
5. Monitors, evaluates, and makes recommendations for effective billing/practice management system.
- ** 6. Produces monthly and annual production reports for all physicians, physician assistants, and nurse practitioners including historical volume analysis and trending. Reports include graphic trend illustrations and national benchmark comparisons.
- ** 7. Develops and administers compensation plans for physicians, physician assistants, nurse practitioners and clinical and administrative support staff.

- 8. Negotiates lease contracts for equipment and facilities.
- ** 9. Develops and reports financial feasibility studies for: adding physicians, physician assistants, nurse practitioners and other clinical support staff.
- 10. Monitors and makes recommendations for fee schedule changes as needed; maintains fee policies.
- 11. Administers the financial and procedural aspects of medical liability insurance.
- 12. Oversees management of continuing education expenses for all physicians and support staff in departments.

Personnel and All items in this section are either done directly or in concert with the billing director the nurse managers:

- ** 13. Promotes and provides leadership in maintaining adequate staff in all departments.
- ** 14. Recruits, interviews, reference and employment verification, hire, orient, and ensure adequate training of all physician department personnel.
- ** 15. Ensures current licenses, registrations, OSHA standards, CPR and other qualifications of all staff.
- ** 16. Completes probationary and annual evaluations on all staff.
- ** 17. Oversees time-off requests to ensure adequate staffing and to ensure compliance with attendance policies. Counsels employees when necessary.
- ** 18. Monitors productivity, efficiency and proficiency of all employees.
- ** 19. Schedules and conducts monthly staff meetings with all employees to solicit employee input regarding operational concerns, resolve problems affecting efficiency, inform employees of changes in practice and polices. Prepares agenda and minutes for the staff meetings.
- 20. Oversees processing of time and attendance reports and their submission to payroll.

Physician Practice Operations

- ** 21. Directs and oversees the efficient administration of all operations at the AMS practices in multiple locations.
- 22. Oversees all purchasing and inventory controls including design and implementation of

all business and clinical forms.

- ** 23. Ensures integrity of medical records systems including compliance with state laws.
- 24. Monitors and recommends effective medical transcription services.
- ** 25. Oversees administrative aspects of clinical services.
- ** 26. Addresses and resolves all patient complaints.
- 27. Develops and co-authors routine in-services and monthly staff meetings.
- ** 28. Oversees quality assurance, risk management and **JCAHO** compliance.
- ** 29. Provides assistance and maintain records for all physicians, physicians assistants, and nurse practitioners: continuing medical education, medical licenses, state registration, drug enforcement agency certificate, professional liability policies, application and reapplication to medical associations, organizations, hospital medical staff appointments, IPA's, HMO's and all commercial insurances.
- ** 30. Acts as liaison and coordinates between the physicians and external groups including accounting, financial, legal and consulting services.
- ** 31. Attends professional meetings including national Medical Group Management Association meeting to maintain expertise in administration of health facilities.

Reporting

- 32. Arnot Health Board Budget and Operations Committee – Annually
- ** 33. VP Medical Affairs – Weekly
- ** 34. Other Executive Team - As Needed
- ** 35. President AMS – Weekly
- 36. AMS Board - Semi-Monthly
- ** 37. Physicians, Physician Assistants, and Nurse Practitioners - As Needed

Other

- 38. Is responsible for attending all annual mandatory educational programs as required by position.
- 39. Employee understands and demonstrates the importance of satisfying the needs of the customer/patient by interacting with him/her in a friendly and caring way, being attentive to the customer's needs, both psychologically and physically, and by taking the initiative

to maintain communication with the customer in order to provide a secure and pleasant experience with the Arnot Health

- 40. It is understood that this job description lists typical duties for the classification and is not to be considered inclusive of all duties which may be assigned.

EDUCATION:

Bachelor degree in health care administration, accounting, or business administration. Master degree in related field preferred.

Require membership and certification in national health care association like ACHE or ACMPE and prefer fellowship.

EXPERIENCE:

Five to seven years experience in health care with significant experience in group practices. Requirements: experience with top administrative duties in a group of 10 or more physicians, experience in dealing with a physician-directed environment, and experience working in a hospital administrative team. Required skills in: communication, accounting, budgeting, human resources, satellite operations, computers, purchasing, real estate and contract management.

CARDIOPULMONARY RESUSCITATION (CPR) REQUIREMENTS:

No CPR required.

PHYSICAL DEMANDS:

Routine office job with light physical effort required.

EXPOSURE CATEGORY:

Category III. Tasks that involve no exposure to blood, body fluids, or tissues. Category I tasks are not a condition of employment.

Revised 10/98; 5/02; 05/04; 6/13

Approved By: _____ Date: _____
Human Resources

Approved By: _____ Date: _____
Vice President/AMS