

Connecting care with a culture of comprehensive wellness

Job Description

Job Title: Practice Manager

Department: Medical

Reports To: Medical Director

Supervisory Responsibilities: Supervises Medical Team members

Employment Category: Regular, full-time

FLSA Status: Non-Exempt

Salary Level: Based on education/experience

Position Summary: The Practice Manager at AIHFS is responsible for planning, developing, implementing, directing and coordinating clinical processes and systems to enhance clinic productivity and profitability. This includes accountability for clinical quality of care, customer satisfaction, staff satisfaction, productivity, revenue enhancement, staff leadership and assuring adequate access for patients.

Essential Duties and Responsibilities:

- Serve as liaison between the Medical Director and the Medical staff.
- Works with the Medical Director to align the goals of the medical clinic with AIHFS Mission and Vision.
- Works with the Medical Director to improve work flow processes and decrease/eliminate wasteful practices.
- Coordinate Medical Providers, Front End Staff, and Medical Assistant schedules.
- Coordinate and document medical staff trainings, competency, continuing education and staff meetings.
- Directs the internal practice operations; creates benchmarks, tracks and reports progress, researches process improvements/efficiencies, recommends and implements changes.
- Work with the medical director to maintain all medical policies/protocols and provide updates as necessary.
- Maintain medical inventory, storage areas, and emergency kit.
- Manages practice staff - hiring, training, supervising, evaluating, disciplining and terminating.
- Creates a positive and productive work environment to attract and retain staff, providers and patients.
- Accountable, with the Medical Director, for assuring compliance with patient and staff safety regulations, including HIPAA, OSHA, and infection prevention policies and procedures.
- Develops and implements processes to assure agency clinical services meet applicable local, state or federal rules, documentation and service delivery requirements.
- Implements health care delivery models as identified by the Indian Health Service.
- Attains knowledge of the Accreditation Association for Ambulatory Health Care (AAHC) PCMH standards, policies, processes and application requirements.
- Develops and implements policies, procedures and best practices to improve and align workflow and organizational culture related to the implementation of (AAHC) PCMH standards.
- In conjunction with the Medical Director, meets regularly with medical staff to review provider productivity, and to progress on grant objectives and goals.
- Ensures technical equipment and capacity is available in the clinic to ensure best practices and allow for meaningful use.
- Oversees coordination of trainings for medical staff on generating patient education resources using EHR and iCare.
- Coordinates Medical Team meetings, improvement team meetings and educational activities for medical and agency-wide staff related to PCMH systems and processes, documenting measures and generating patient education resources using EHR and iCare.

- Oversee performance, including: performance evaluations, improvement plan development and disciplinary measures as needed.
- Contribute to efforts to build morale, enforce accountability, discipline and improve performance.
- Reviews monthly financial data and develops meaningful tools to assist Medical Director in the understanding of how the practice is performing.
- Monitors monthly statistical reports and practice trends and develops actions plans accordingly.
- Performs other tasks as assigned by administration.

Education/Experience: Preferred Bachelor's degree in business, social work or public health from an accredited college or university and a minimum of 2 years' experience or Associates' degree (health or human services management) and 1-3 years experience; or equivalent combination of education and experience. Current MI driver's license. Other credentials or licenses must be kept current and consistent with State regulations.

Required Qualifications:

- Must be knowledgeable of process evaluation and structural development.
- Must be familiar with health care legislation and its impact on the delivery of health care to urban Native American and low-income populations.
- Must be self-directed.
- Must be able to maintain confidentiality, handle crisis and tolerate stress professionally.
- Licenses must be kept current and consistent with applicable regulations.
- Ability to maintain a flexible work schedule, including evenings, weekends and overnight or extended travel as necessary.
- Ability to promote an alcohol, tobacco and drug-free lifestyle.
- Ability to apply common-sense understanding to carry out instructions furnished in written, oral or diagram form.
- Ability to read and comprehend simple instructions, short correspondence and memos.
- Ability to effectively present information in one-on-one and small group situations to customers, clients and other employees of the organization.
- Strong entrepreneurial orientation and capacity to think creatively and strategically about complex problems.
- Proven management and decision-making skills in setting and achieving objectives, defining and implementing strategy, and managing and motivating staff.
- Effective communication skills, including strong writing and presentation skills.
- Capacity to understand cutting-edge academic research and to communicate its essence to a non-academic audience.

Preferred Requirements: Familiarity and/or experience working with the Native American community at a local level; respect for and knowledge of traditional, cultural and spiritual practices of a diverse Native American community, as well as an ability to work with other racially, culturally and ethnically diverse populations. Knowledgeable of federal health policy pertaining to Indian Health Services and urban Indian programs. Training requirements include participation in the following AIHFS trainings: Cultural Sensitivity at AIHFS; Recipient Rights; HIPAA Compliance; and, Bloodborne Pathogens.

Work Environment/Physical Demands: The characteristics and demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is frequently required to stand; walk; sit and use hands to finger, handle, or feel. The employee is often required to stoop, kneel, crouch or crawl. The employee must regularly lift and/or move up to 25 pounds and frequently lift and/or move up to 50 pounds. The employee is occasionally exposed to outside weather conditions. The noise level in the work environment is usually moderate. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

NATIVE AMERICAN/AMERICAN INDIAN PREFERENCE IN HIRING WILL BE APPLIED AS DEFINED IN THE INDIAN PREFERENCE ACT (TITLE 25, U.S. CODE SECTIONS 472 AND 473)

Acknowledgement of Receipt

I acknowledge that this job description is neither a contract of employment nor a legal document. I have received the job description, and I understand that it is my responsibility to read and comply with the duties contained in this description and any revisions made to it.

EMPLOYEE'S NAME (printed): _____

EMPLOYEE'S SIGNATURE: _____

DATE: _____

ENTERED INTO PERSONNEL FILE BY: _____

DATE: _____

Revised: July 2022