

Joslin Diabetes Center
Job Description

JOB TITLE: Practice Manager

DEPARTMENT: Beetham Eye Institute (BEI)

DIVISION: Clinic

REPORTS TO: Director, Beetham Eye Institute

DIRECT REPORTS: Ophthalmic Technician Operations Supervisor
Patient Access Representative(s)
Clinical Assistant (s)
Surgical Coordinator (s)
Medical Office Coordinator (s)
Ophthalmic Photographer (s)
Medical Records Assistant

GRADE: 127

FLSA STATUS: Exempt

DATE: February 2017, November 2020

Primary Purpose:

In one or two sentences, summarize the primary major reason this job exists

The Practice Manager, Clinic Operations ensures smooth daily operations of the Beetham Eye Institute (BEI) medical practice and support services and provides budgetary support, directly or via delegation to designated supervisory staff. Specifically designated area is the Beetham Eye Institute.

The Practice Manager will also serve as a key resource for practice affiliations including but not limited to Massachusetts Eye and Ear, Brigham and Women's Hospital, and Beth Israel Deaconess Medical Center. Works with staff from other institutions to ensure seamless care and the highest level patient experience.

Works collaboratively with other Joslin Diabetes Center Department Administrators representing the goals and efforts of the BEI ensuring optimal clinic operations inclusive of high quality, competent, efficient services and exceptional patient satisfaction and customer service standards

Essential Responsibilities of the Job:

Essential responsibilities are the basic job duties that an employee must be able to perform, with or without reasonable accommodation.

1. Directs activities of support staff in the BEI to ensure smooth operations, via appropriate coverage and adequate staff provided in support of clinical services. Integrates the

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support staff and medical staff to ensure a high quality of patient care and dedication to patient and staff safety with limited interruptions to patient flow. Takes, or directs corrective disciplinary action when needed

2. Oversees hiring and orienting staff; provides work direction, assigns schedules and conducts on the job training to ensure staff achieves their full potential. Promotes teamwork among staff and empowers staff to exceed performance standards. Monitors and evaluates performance, and recommends personnel actions, such as acknowledgement, commendations, and disciplinary actions to the Director of the BEI.
3. Develops Standard Operating Procedures for optimal clinical operations, including purchasing and maintenance of equipment and supplies; maintenance of clinic infrastructure; patient and staff scheduling, reminders and appointment compliance tracking; clinic flow; staff calendars; and division and delegation of staff responsibilities.
4. Serves as a principal liaison between medical staff and clinic administration and works closely with the Vice President, Clinical Operations to provide communication and resolution to operational issues in concert with the Director of the BEI.
5. Monitors practice metrics to ensure high levels of efficiency in the management of appointment volume, patient access, patient reminders, no-show rates. Ensures schedule booking optimization and utilization, and patient retention. Monitors staff productivity for registration accuracy, co-payment collections, call volume, hold times and abandonment rates. Suggests and/or implements corrective actions as needed.
6. Promotes a work environment for open communication and problem resolution in order to optimize workflow efficiencies. Develops and implements cost-effective operational adjustments as appropriate to enhance clinic efficiency. Reviews and communicates information and potential solutions to improve operations and patient satisfaction.
7. Assists with creation and implementation of operating and capital budgets. Reviews monthly budget performance, makes recommendations as needed and implements after approval. Signs off on appropriate invoices and expenses, including payroll, ensures staff remains within budget constraints.
8. Collaborates with Revenue Cycle (Certified Coder) to ensure staff assists in obtaining insurance referral for services, timely submission of provider charges participates in internal audits, makes decisions to adjust patient billing. Reviews wRVU productivity reports with BEI director to monitor whether physicians are meeting targets and implements remedial measures as determined by the BEI director to ensure targets are met.
9. Oversees process of staff credentialing at area hospitals and for third party payor relationships.
10. Ensures staff and overall clinic adherence to State, Federal, and institutional safety guidelines including OSHA, HIPAA, DPH and Joint Commission.

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11. Participates in process of recruitment of professional staff; will serve on interview committee at request of medical leadership, organizes orientation for incoming professional staff, assists with process of credentialing for provider staff.
12. Proactively assesses resource needs such as staffing, space, equipment, supplies and software technology. Develops potential solutions and implements plans of action as agreed with BEI Director.
13. Participates in weekly rotation of “Administrator On-Call” coverage to facilitate major decisions in case of emergency.
14. Maintains working relationships with vendors on service contracting for equipment and medical supplies as required.
15. Participates in various BEI and JDC committees, and other responsibilities as requested by the Director of the BEI.
16. Addresses patient comments / complaints to ensure appropriate reply / resolution
17. Demonstrates through leadership example, visible organizational support and a positive attitude to create a safe and positive work environment and enhance staff and provider morale. Responsible for fostering a positive relationship with the patient population served by the clinic.
18. Work to ensure that clinical operations are able to support the demands and needs of BEI Clinical Research Studies.

Required Job Qualifications:

Minimum education required¹:

- BA in business or related area
- MBA or equivalent a plus

Minimum experience required¹:

- 5+ years of related experience in a medical setting, ambulatory setting preferred
- Experience in ophthalmology and/or surgical practice a plus
- Experience in research setting a plus
- Experience in local, national and international clinical program development a plus
- Minimum of 2-3 years of management/supervisory experience

¹ Indicate the minimum level of education and experience, which are required in order to be qualified for this position. Additional education and experience should be noted as desired or preferred.

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*Licensure
and/or
Certification
required:*

- None

*Knowledge,
skills and
abilities
required²:*

- Ability to effectively communicate to explain policies, procedures, expectations, etc. to staff both verbally and in writing. Such communication may be done on a one-to-one basis or in a group setting
- Ability to establish and promote cooperative working relationships to integrate staff across levels of seniority and varying responsibilities to provide high level of patient care
- Ability to efficiently multitask, prioritize and respond to meet patient and staff needs based on fluctuating demands
- Skill in performing effectively under the stress of frequent interruptions and/or distractions
- Ability to interact and communicate with all levels of staff and customers, internal and external, to serve as liaison between clinic administration, medical staff, and customers maintaining professional demeanor at all time
- Skill in developing staff by providing supervision, oversight and training, while effectively delegating responsibility, and collaborating with staff to organize their objectives
- Working knowledge of Microsoft Word and Excel, experience with Access preferred
- Experience and proficiency with practice management systems and electronic medical records preferred
- Superior organizational skills to be able to manage effectively and efficiently.
- Supervisory and leadership experience with demonstrated competence in change management, team building and problem solving.
- Outstanding customer service skills

² Indicate other skills or characteristics not included in the prior boxes, which are required in order to be qualified for this position