

Millennium Job Description:  **Practice Supervisor**

**Reports to: Practice Manager**

***Position Philosophy/Summary***

The Practice Supervisor oversees the day-to-day operations and overall success of the medical practice(s) to which they are assigned, in collaboration with the Practice Manager. They are responsible for providing overall leadership support for the company’s operations, as it relates to addressing and resolving patient concerns, effectively managing the scheduling for patients, staff and providers, assuring patient service standards are met, and leading/managing team members in a way that aligns with the organization’s performance standards. They lead by example in a responsible manner and strive to inspire and support all team members to reach their full potential in completing daily tasks and in providing a superior patient experience.

The Practice Supervisor will also work closely with other departments to meet practice needs in line with team philosophy. This individual will supervise other leaders (Team Leads, etc.). They will be responsible for rounding regularly with staff and Providers (if applicable) and provide feedback when appropriate to support staff development. This individual will report directly to the Practice Manager, or Associate Practice Manager, specific to the region.

***Essential Duties and Responsibilities (and other responsibilities as applicable)***

* Manages daily operations of the practice(s) to ensure a smooth office workflow, constantly seeking ways to improve efficiency and reduce waste; inclusive of managing staffing levels of staff and Providers, including call outs, PTO/time off requests, FMLA/LOA, etc.
* Ensures onsite presence in specific locations based on support need as determined by the Practice Manager, i.e. new acquisitions, etc. Assists with front/back office duties when needed.
* Ensures completion of daily Huddles with consistent, timely communication to staff and plans monthly staff meeting agendas with facilitation of variety of topics.
* Completes regular follow-ups on practice performance items such as buckets, TOS, provider scheduling management, Care Gaps.
* Utilizes SMS scores, Practice Scorecards, and Patient Phone Surveys to update Communication Boards in all offices for team goals.
* Assists Practice Manger with rounding on staff and collaborates on development of goals/metrics for staff performance; including decision making related to merit increases, hiring, promoting, corrective action and termination decisions. Also in completion of annual performance review process.
* Assures that all associates provide a superior patient experience; leading by example; ensuring that staff adhere to MPG processes including, but not limited to AIDET and offering of patient phone surveys.
* Responsible for achieving fiscal related objectives (i.e. monitoring expenses, EOM claims submitted, encounters closed timely, etc.).
* Works to resolve office compliance issues and ensures reporting is completed through Compliance 360.
* Assists with hiring process for open positions to include utilization of Applicant Pro and Docu Sign to pre-screen, interview and assess overall skill set to ensure strong hiring decisions.
* Routinely meets with Practice Manager to review Practice Scorecard Summaries(TOS, visit budget), P&Ls, GPS, SWAT, Phreesia utilization, Feed trail/NPS, and other Millennium initiatives for ongoing process improvement and goal focus for PM LEM items as well as allows for professional development and mentoring with the Practice Manager.
* Oversees facility in terms of inventory and supply control; for instance, overseeing exam/waiting rooms and lab/nursing area are stocked and sanitized. Orders medical and office supplies.

***Required Knowledge and Experience***

* Associates Degree Preferred, and/or Clinical Certification (LPN, CMA, RMA). Clinical Certification must be kept current to maintain the position.
* 3-5 years direct healthcare experience of similar scope is preferred.

***Required Skills and Abilities***

***Supervisory Responsibilities: This individual will supervise others; Team Lead staff***

**Communication**: Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively to patients, staff, Providers and other employees of the organization.

**Reasoning Ability**: Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations. Utilizes conflict resolution skills to mitigate staff disagreements with expectation to build team culture and collaboration.

**Computer Skills:** Proficiency with EMR systems and software applications, including Microsoft Office Suite. Athena knowledge preferred.

**Physical Demands:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to stand; walk; use hands to handle or feel; reach with hands and arms; climb or balance; talk or hear and smell. The employee is occasionally required to sit and stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

**Work Environment:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate depending on the business activity at the office.

**Receipt and Acknowledgement**

* I acknowledge and understand that:
* Receipt of the job description does not imply nor create a promise of employment, nor an employment contract of any kind, and that my employment is at-will.
* The job description provides a general summary of the position in which I am employed, that the contents of this job description are job requirements, and, at this time, I know of no limitations which would prevent me from performing these functions with or without accommodation. I further understand that it is my responsibility to inform my supervisor at any time that I am unable to perform these functions.
* Job duties, tasks, work hours and work requirements may be changed at any time.
* Acceptable job performance includes completion of the job responsibilities as well as compliance with the policies, procedures, rules and regulations of the Home and the Corporation.
* If there are certifications, registrations and/or licensures required specifically for this role or if you acquire them during tenure in this position (i.e. BLS, CPR, CMA, etc.) they must be kept current to maintain the position.
* I have read and understand this job description.

Print Employee Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Employee Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: ­­­­­­­­­­­­­­­­­­­­­­­\_\_\_\_­­­­­­­­­­­­­­­­­­­­\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_