



Job Description – Practice Manager

Job Title: Practice Manager
Department: Varies
Supervisor: Varies
FLSA Status: Exempt
Prepared By: OT
Prepared Date: 9/21/16
Approved By: DM, TP
Approved Date: 10/6/16

Summary

The Practice Manager demonstrates stewardship for the facilities to which they are assigned. S/he is fundamentally aligned with a keen patient/physician centric focus. S/he manages all day to day operations and meets corporate fiscal goals as well as physician needs while maintaining patient service levels, maximum schedule utilization, accessibility and assuring all Care Team members provide a superior patient experience.

Daily collections, month and year end reporting to accounting is required to assess financial success of each office which will be directly linked to the success of the Practice Manager. S/he maintains the safety compliance and licensing for both state and federal requirements for all offices under his/her purview.

S/he creates and maintains focused Care Teams where each member performs responsibilities and duties at top-of-license. This is assured through retention-focused hiring practices, on-going staff evaluations, counseling/corrective actions and annual performance evaluations as well as time and attendance monitoring. Regular staff meetings must be conducted and recorded to effectively communicate office/corporate initiatives, training and corporate goals. S/he also collaborates with other departments to meet practice needs in line with team philosophy. All other duties as assigned.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

FINANCIAL:

- Meets/exceeds budgeted revenue and contribution margin targets
- Identifies new revenue streams in market
- Achieves “Time of Service” patient collections targets

OPERATIONAL:

- Meets/exceeds budgeted patient visits through effective schedule management
- Supports appropriate use of MPG ancillary services via MPG’s comprehensive care model
- Optimizes physician and staff office productivity
- Optimizes Athena workflows, utilization and proficiency

- Meets POD Patient Access Standards including after-hours access
- Cost saving measures reviewed and implemented
- Maintains employee retention rate above 96%
- Ensures appropriate staffing levels commensurate with patient volumes

Supervisory Responsibilities

This job has supervisory responsibilities under direction of the Regional Director.

Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

Coaching - Facilitating the development of other's knowledge and skills; providing timely feedback and guidance to help them reach goals.

Communication - Expressing ideas effectively in individual and group situations (including nonverbal communication); adjusting language or terminology to the characteristics and needs of the audience. Good listening skills.

Compassion - The responsibility to put a patient's or person's interests first, including the duty not to harm, deliver proper care, and maintain confidentiality.

Compliance - Employee has satisfactory completed employers required compliance training. Employee is able to demonstrate an understanding of employers Code of Conduct.

Delegation of Authority - Allocating decision-making authority and task responsibilities to appropriate direct reports; utilizing direct reports' time, skills and potential effectively.

Developing Organizational Talent - Developing direct reports' skills and competencies by planning effective development activities related to current and future jobs.

Follow up - Establishing procedures to monitor the results of delegations, assignments, or projects; taking into consideration the skills, knowledge, and experience of the assigned individual and characteristics of the assignment or project.

Individual Leadership / Influencing - Using appropriate interpersonal styles and methods to inspire and guide individuals (direct reports, peers, and supervisors) toward goal achievement; modifying behavior to accommodate tasks, situations, and individuals involved.

Initiative - Making active attempts to influence events to achieve goals; self-starting rather than accepting passively; taking action to achieve goals beyond what is required; being proactive. Practices self-development.

Integrity - Maintaining and promoting social, ethical, and organizational norms is conducting internal and external business activities.

Judgement/ Problem Solving - Recognizes problems and responds, systematically gathers information, sorts through complex issues, seeks input from others, addresses root cause of issues, makes timely decisions, can make difficult decisions, uses consensus when possible, and communicates decisions to others.

Meeting Facilitation/Meeting Leadership - Using appropriate interpersonal styles and methods to guide participants toward a meeting's objectives; modifying behavior according to tasks and individuals present.

Organizational Awareness - Having and using knowledge of systems, situations, procedures, and culture inside the organization to identify potential organizational problems and opportunities; perceiving the impact and the implications of decisions on other components of the organization.

Patient Service Orientation - Proactively developing patient/customer relations by making efforts to listen and understand the customer and their needs (both internal and external); anticipating

and providing solutions to customer needs; giving high priority to patient/customer satisfaction. Ensures appropriate follow up and is their advocate in determining solutions. The employee uses a variety of communication techniques to effectively express thoughts and ideas and to understand or influence.

Planning and Organizing / Work Management - Establishing a course of action for self and/or others to accomplish a specific goal; planning proper assignments of personnel and appropriate allocation of resources.

Results Driven& Execution - Accountable for meeting or exceeding individual and/or department goals and objectives. Committed to producing results that will achieve company objectives. Sets priorities and organizes time to meet or exceed goals, follows up, and takes personal responsibility for results whether they are positive or negative.

Team work/ Collaboration - Working effectively with team/work group or those outside formal line of authority (e.g., peers, senior managers) to accomplish organizational goals; taking actions that respect the needs and contributions of others; contributing to and accepting the consensus; subordinating own objectives to the objectives of the organization or team. Listens to others and values opinions.

Work Standards - Setting high goals or standards of performance for self, direct reports, others, and the organization; being dissatisfied with average performance; self-imposing standards of excellence rather than having standards imposed by others.

Qualifications To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Bachelor's Degree in Business related field; at least two years related experience and/or training; or equivalent combination of education and experience.

Language Skills

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 before groups of customers or employees of organization.

Mathematical Skills

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

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.

Computer Skills

To perform this job successfully, an individual should have knowledge of Athena Database software (preferred); Microsoft Spreadsheet software; Microsoft Word Processing software and Google Chrome Internet software.

Certificates, Licenses, Registrations

No certifications required.

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 finger, handle, or feel; reach with hands and arms; climb or balance; talk or hear and taste or 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.
- I have read and understand this job description.

Print Employee Name: _____

Employee Signature: _____

Date: _____