Job Description
Director of Clinical Operations

Summary
Venice Family Clinic (VFC) is a private, independent non-profit corporation, providing high quality comprehensive primary health care, dental, mental health and child development services to underserved individuals on the Westside of Los Angeles. VFC is a 330e Community Health Center and a Federally Qualified Health Center. Venice Family Clinic’s mission is to provide quality primary health care to people in need. With nine health centers, each year we serve over 20,000 uninsured, low-income and homeless individuals and families in over 90,000 visits, who might otherwise go without critically needed health care services.

The Director of Clinical Operations is responsible for ensuring successful day-to-day clinical operations and delivery of clinical services across the sites of Venice Family Clinic. The Director will be primarily responsible for overseeing the operational efficiency and quality of clinic services at all clinic sites, including direct supervision of Site Managers. The Director oversees front desk, medical records, security, care coordinators and call center operations.

The Director will lead efforts to improve quality outcomes and clinic operations in a way that contributes to an enhanced experience for staff and patients. S/he will oversee the functioning of key systems vital to clinic operations, including: efficient systems for scheduling; management of clinic flow; referral tracking and panel management. The Director will play a central role in the clinic’s goal to achieve and maintain Patient Centered Medical Home (PCMH) recognition and optimizing electronic health records (EHR) and other Health Information Technology. S/he will lead and facilitate key process improvements in patient access measures, clinic flow, population based quality improvement, and patient experience.

Supervision Received
The Director reports to the Chief Operations Officer (COO) and collaborates closely with other members of the Clinical Management Team. It is expected that the Director work independently, checking in the COO as necessary and having regular meetings to coordinate and discuss goals and work issues.

Duties and Tasks
Clinic Administration (40%)

• Responsible for oversight of clinical operations across Venice Family Clinic sites. This includes direct oversight of day-to-day management of medical records, call center, front desk and clinic coordinators, and security areas.
• In collaboration with Site Managers, responsible for directing, planning, organizing, supervising and coordinating the services of Clinical Operations across all sites for Front Desk and Clinic Coordinator work areas, including:
  o Patient registration
  o Patient Check-out
  o Population Management
  o Referral Tracking and Coordination

• Monitors and ensures clinical and operational performance goals are maintained across Venice Family Clinic. Works with clinical management to optimize staffing, appointment schedules, workflows policies and procedures, as needed to meet goals.

• Responsible for ensuring an excellent patient experience and that patient complaints and grievances are addressing and resolved in a timely and responsive manner.

• Participate and provides leadership in Patient Centered Medical Home team and ensure effective implementation and maintenance of concepts, principles and processes across the Clinic.

• Facilitate and support process improvement initiatives that enhance Team Based Care and PCMH activities, and improved clinic flow. Maintain efficient patient care work flow through a team approach

• Develop, review and update policies, procedures, process improvement, training, and evaluation that help support efficient clinic workflows, productivity, quality improvement and customer service.

• Ensure adherence to VFC policies, procedures, and standards regarding: quality improvement, customer service, patient access, productivity, confidentiality, management of electronic medical records, billing, clinic receipts and deposits, and facility.

• Serve as Site Manager at assigned location(s), as needed. Monitor and ensure clinical and operational performance standards are maintained at the assigned sites(s). Lead site efforts to achieve established goals for productivity and quality goals, collaborating closely with the Site Clinical Lead.

Administration (35%)

• Create, analyze and present data and reports as relevant to clinical operations.

• Develop and monitor program goals and objectives, including clinical visits, outreach numbers, and referrals from outreach to clinical services.
• Responsible for creating, updating and maintaining policies and procedures related to clinical operations.

• Collaborate with Site Managers and Area leads

• Responsible for ensuring compliance with rules and regulations that impact clinic operations, including participation in audits and the development and implementation of Corrective Action Plans.

• Track and approve operational expenses within budget guidelines.

• Collaborate with the COO and other management to develop program and organizational goals and budgets.

• Provide oversight and leadership for clinical and operational projects.

• Participate in the formulation of clinic objectives, policies and procedures, working closely with members of the Clinical Management team.

• Evaluate processes and systems of clinic in accordance with clinic policies and procedures.

• Collect, organize and summarize data for performance measurement, internal and external reporting and decision-making.

• Represent VFC in outside committees and/or collaborations as necessary.

Supervision and Training (25%)

• Directly supervises Site Managers/Supervisors, Security Manager, Call Center Supervisor, Vision Services Coordinator, and Medical Records Supervisor.

• Co-lead monthly Coordinating Team meetings with the COO.

• Completes subordinates performance evaluations in a timely manner.

• Ensure communication of goals, objectives, policies, and procedures both up and down the chain of command through meetings, huddles and other forms of communication.

• Develop, conduct and ensure compliance for all staff for required training related to clinical operations compliance.
Qualifications

1. 3-5 years of management or supervisory experience in a healthcare or medical setting.
2. College degree or equivalent work experience.
3. Familiarity with quality and process improvement methodology, such as Lean.
4. Working knowledge of federal and state regulations that impact clinic operations, including HIPAA, Title 22, Medi-Cal, and HRSA.
5. Bilingual English/Spanish strongly preferred.
6. Ability to use MS Office programs, including MS Word, Excel and Outlook.
7. Ability to accurately and efficiently use Health Information Technology (HIT) Systems, including running reports. Familiarity with Next Gen PMS/EMR is preferred.
8. Effective problem solving and ability to analyze and use data for decision making.
9. Ability to embrace, manage diversity and build and maintain successful teams.
10. Effectively interact with people and develop positive relationships while being tactful, respectful, and direct in communication.
11. Excellent verbal and written communication skills.
12. Ability to work flexible and extended hours and travel between sites as needed.

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