



Job Description Patient Care Manager

<i>Department:</i>	Health Center Clinical Operations	<i>Prepared By:</i>	Director of Nursing
<i>Reports To:</i>	Director of Nursing	<i>Approved By:</i>	Chief Medical Officer
<i>FLSA Status:</i>	Exempt / Grade 21	<i>Approved Date:</i>	March 2019

SUMMARY:

Under direction of the Director of Nursing (DON) the Patient Care Manager (PCM) provides leadership and clinical direction for the health center. The PCM, in collaboration with the Health Center Manager (HCM), ensures the smooth functioning and daily operations of the health center. The PCM oversees clinical processes, workflows, schedules and ensures appropriate clinical staffing to achieve excellent patient care. The PCM addresses patient concerns thoroughly, seeking to ensure patient safety and satisfaction. The PCM is responsible for budgeting, scheduling, audit preparation, and monitoring clinical standards. In collaboration with the Quality Manager, the PCM maintains and oversees quality programs throughout all areas of responsibility supervised; to ensure that accurate and prompt services are provided.

The PCM supervises all clinical support staff and in partnership with the HCM is responsible for screening applicants, hiring new employees, training and orientation, reviewing and approving employee time records, employee counseling and performance evaluations. The PCM ensures staff demonstrates competencies in all clinical procedures and practice management systems and ensures compliance with all agency policies and procedures. The PCM and the HCM together build a successful health center team and communicate regularly, effectively, and proactively.

ESSENTIAL JOB DUTIES AND RESPONSIBILITIES:

1. Supports and implements the organization's vision, mission and values.
2. Determines priorities and method of completing daily workload to ensure that all responsibilities are carried out in a timely manner.
3. Performs all job functions in a professional and courteous manner. This includes answering all phone calls and emails timely and providing excellent customer service to internal and external customers.
4. Supervises personnel to include screening, interviewing, hiring, disciplining and terminating. Guides, directs, disciplines, coaches and motivates staff regarding work performance, problem solving, and decision making to ensure staff meet work standards. Conducts all aspects of supervision in a professional, consistent and objective manner.
5. Completes introductory and annual performance reviews on or before the due date(s).
6. Performs job duties independently and exercises good judgment.
7. Fosters and promotes a culture of service excellence and accountability.

8. In close partnership with the HCM, plans and organizes health center operations to ensure efficiency and productivity of overall health center. Assists with maintaining the minimum productivity standards for the health center.
9. Maintains orderly and secure files and supporting documentation for all work. Maintains an audit trail of work done. Maintains up-to-date and compliant files.
10. Practices good financial stewardship by maximizing revenue and minimizing expenses.
11. Assists with the audit preparation process by performing quality assurance processes on patient care protocols.
12. Maintains ongoing communication with the Director of Nursing and partners strongly with the Health Center Manager to inform and seek guidance about significant issues/concerns that jeopardize the achievement of QHC organizational goals.
13. Participates in implementation of best practice guidelines and processes. Utilizes data, performance measures, PCMH and access standards as well clinical operational workflows to ensure National Committee Quality Assurance (NCQA) recognition is maintained.
14. Utilizes practice analysis to ensure health center is achieving managed care requirements through monitoring managed care practices/principles and payer reimbursement methodologies.
15. Uses verbal, nonverbal and written communication, which reflects professional standards and communicates effectively.
16. In collaboration with the HCM, conducts staff meetings to provide updates on current events, administrative and clinical policies and health center related topics. Establishes and maintains good rapport and appropriate intra-departmental relationships with all staff.
17. Performs annual wellness visits and ensures all documentation is complete and accurate.
18. Performs various clinical duties including but not limited to: Chronic disease management education/nutrition for patients; ordering of health education materials; weight management and follow up; performs triage, screens and data collection for walk-ins; call center triage, screens and data collection; assistance on the floor for medical emergencies; antibiotic administration; medication administration; wound care; immunizations; PPD readings and follow up with standing orders; lab reviews for locums and absent providers; lab letters for all providers; reviews of reports with chart updates and documentation; mammography follow up with standing orders; immunization ordering per standing orders; monthly clinic logs, emergency kits and oxygen management; and general clinic assistance.
19. Conducts self in an ethical manner. Ensures that the compliance program and professional code of ethics are followed by staff and others throughout the organization.
20. Coordinates and ensures that mandatory education and training is completed on a timely basis as required. Ensures employee competency evaluations are performed.
21. Develops, monitors and maintains staff work schedule.
22. Uses discretion and judgment in handling sensitive or confidential information. Answers all employee and patient inquiries in a timely and courteous manner. Listens and responds to employee disputes. Understands which decisions can be made alone and which need to involve others.
23. Complies with organizational policies and procedures.
24. Performs all other duties as assigned.

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 ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION/EXPERIENCE:

- Associate degree in nursing or equivalent education required;
- One to two years' experience working as a vocational nurse or registered nurse in a clinical setting;
- Two to three years supervisory experience in healthcare related field required;
- Vocational nurse or registered nurse license or license eligible required;
- CPR certification required;
- Valid California Driver's License and active automobile insurance required;
- Knowledge of managed care practices/principles, payer reimbursement methodologies, and managed care requirements/strategies, preferred;
- Clinical/operations knowledge of clinical support staff's roles and responsibilities preferred.

LANGUAGE SKILLS:

Ability to read and interpret documents, such as policies and procedures, benefits information, benefit surveys, board minutes, routine mail, simple contracts, and procedure manuals. Ability to compose routine reports and correspondence. Ability to speak effectively with employees, visitors and management.

MATHEMATICAL SKILLS:

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, and the ability to apply concepts of basic algebra and geometry.

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. Ability to apply common sense to daily situations that arise. Ability to make decisions and execute timely to produce positive outcomes.

OTHER SKILLS AND ABILITIES:

1. Demonstrates ability and flexibility to work in other areas of the organization as needed.
2. Adheres to company's policies and procedures.
3. Demonstrates required knowledge, skills, education for job functions.
4. Demonstrates a broad knowledge of and competency in management and supervisory functions.
5. Demonstrates knowledge of current compliance standards for federal, state and local regulatory agencies.
6. Maintains and promotes a safe work environment.
7. Demonstrates excellent communication skills, both oral and written.
8. Demonstrates proficiency in computer applications such as Microsoft Excel, Power Point, Word and Outlook.
9. Displays positive outlook on the job and promotes professional behavior always.
10. Ability to organize and prioritize work with minimum supervision.

- 11. Leadership skills to provide direction to the health center and inspire others.
- 12. Diplomacy skills to work effectively in politically sensitive situations.
- 13. Ability to manage time efficiently and follow through on duties to completion.

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 use hands to finger, handle or feel and reach with hands and arms. The employee frequently is required to stand, walk, and sit. The employee is occasionally required to climb or balance, stoop, kneel, crouch or sit. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 30 pounds. The employee is occasionally required to ascend and descend one flight of stairs. Specific vision abilities required by the job include close vision, color vision, 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 often low. However, there are many times when there is a high ambient background noise of phones and multiple conversations. Must be able to screen out the background noise to concentrate on the work at hand.

I have read and understand the above job description.

Employee Name (Please print)

Date

Employee Signature