For nearly 50 years, Valley Community Healthcare has been one of Los Angeles’ leading community-based health centers, providing primary care and promoting community wellness and prevention programs. Located in the San Fernando Valley, Valley Community Healthcare has two sites and 30+ providers. We are an NCQA certified-level 3 Patient Centered Medical Home for over 25,000 unique patients and provided over 100,000 medical visits last year. We are looking to grow and integrate our core programs - primary care, pediatrics, adolescent teen clinic, women’s health, dental, optometry, and behavioral health, through a care team approach, quality, and innovative care delivery models.

**Applications:** Valley Community Healthcare offers competitive salary and benefits packages. Please submit a resume to our Human Resources Department at ipogosyan@vchcare.org for consideration.

**Position Summary:** The Flow Management Supervisor (FMS) provides leadership and oversees the operations in the front office/registration area, and the back office patient care area. The FMS provides an infrastructure for the set-up, performance and monitoring of patient care. Utilizing Valley Community Healthcare’s (VCH) Patient Centered Medical Home protocols, the FMS is responsible for oversight of front desk staff and medical assistants. The FMS serves as an integral member of the interdisciplinary care team which assists with medical intake processes, care coordination, and patient customer service. More specifically the FMS duties are as follows:

- Leads and manages the day-to-day operations of the department.
- Participates in the recruitment and interviewing of prospective support staff.
- Participates in introducing new staff to their clinic and development of onboarding process and schedules.
- Participates in evaluation, hiring, coaching, disciplining and termination of direct reports.
- The FMS will ensure steady efficient workflows and uninterrupted service in the front and back offices.

**Responsibilities:**

- Supervise, monitor and coordinate the daily activities of the back office support staff (medical assistants) workflow in an assigned work area to achieve established department goals and objectives.
• Ensures the flow of patients and process their paperwork in all clinical areas of clinic.
Ensures that all information (including but not limited to: demographic, insurance benefits, social history, tobacco use, PHQ, SHA etc.) is obtained from patients and correctly entered into NexGen.

• Recruit, hire, and retain employees.
  ▪ Assess, monitor and evaluate the activities of direct reports and provide on-the-job training and retraining, as necessary, and conduct disciplinary actions when needed to ensure operational efficiency and adheres to VCH policies and procedures, accurate documentation, timelines and regulatory requirements.

• Participate in the development, implementation and monitoring of day to day operating policies and new clinical policies and procedures as needed to contribute to organizational effectiveness.

• Works with front office staff to keep a steady flow of patients to the back office.

• Monitors resource utilization, including direct report payroll, equipment, supplies and expenses.

• Collaborate daily with other Flow Management Supervisors on Duty across VCH to complete objectives.

• Organizes the functions of department through the appropriate assignment of responsibilities, delegation of authority and overall direction of workflow processes.

• **Plans**-thinks through ahead of time what must be done, the steps to be taken, and the resources needed
  - Forecasts- looks ahead to estimate problems and opportunities; forecasting cost control, cost improvements, record keeping, report preparation, inventory control, and justification of costs and money spent in department
  - Objectives- spells out the goals to be reached
  - Programs- decides the steps to follow to reach objectives
  - Schedules- establishes time limits within which work will be completed
  - Corrective Action- improves results by bringing variances into line with VCH standards

• Uses defined protocols and independent judgment to properly escalate more complex patient/staff concerns, issues and grievances to appropriate resource (RN, NM, DON, CMO) in order to resolve said concern, issue, and/or grievance in the most expedient manner possible.

• Working knowledge of clinic workflow and processes; and the principles of Continuous Quality Improvement (CQI, PDSA) and problem solving techniques.

• Champions recommendations to leadership for change/improvements and implementation of approved PDSA

• Facilitates and role models effective customer service, team behaviors and problem resolution that lead to a high performance team to achieve common goals while encouraging individual contributions.

• Knowledge of scope of practice for Medical Assistants

Updated 06/14/19
• Observe and re-assign staff appropriately during critical timeframes of rapid or slow workflow
• Be sure that breaks and lunches do not significantly add to patient wait times and are taken by staff in a timely manner
• Responsible for planning schedules of back office staff in conjunction with RN
• Directly supervise patient care support staff by managing staff productivity
• Perform interim site and EHR documentation reviews
• Ensure staff meets quality, safety and competency requirements.
• Effectively execute new staff orientation, on-going training and professional development of new and current staff.
• Understand and follow VCH policies and procedures. Ensure staff compliance with operational policies and procedures.
• Communicates with all departments to coordinate efforts, meet special needs and address issues as they arise.
• Appoints a designee (fellow Flow Management Supervisor) to act as Flow Management Supervisor in his/her absence. Defines and communicates responsibility and authority to designee.
• Assists direct reports in developing and achieving annual performance objectives based on the department and individual’s performance goals and objectives.
• Ensures that department employees attend all mandatory and department in-services.
• Fosters open communication by offering, encouraging and accepting suggestions from staff regarding department operations.
• Acts as mediator in resolving staff conflicts as they arise.
• Investigates causes of grievances, complaints made by patients and personnel utilizing VCH grievance procedure.
• Maintains responsibility for the effective and efficient management of back office patient flow.
• Acts as patient advocate, and follows appropriate chain of command when confronted with issues relative to management of patient risk.
• Recognizes and alerts Supervisor, Administration, and/or Facilities to any potential risk/hazards or compliance issues that may result from unsafe practices, defective supplies and equipment.
• Documentation appropriate to NextGen, CAIR, and VCH established protocols and workflows. Including running reports in CAIR, i2i

**Clinic Responsibilities:**

• Acts as a clinical resource to staff.
• Supervise medical assistants (technical, clinical and administrative). Responsible for planning schedules back office staff in conjunction with Nurse Manager, other Clinic Coordinators, and DON

Updated 06/14/19
• Thorough knowledge of instrument sterilization, phlebotomy, back office MA and front desk reception duties, telephone service, insurance/enrollment requirements for various programs (e.g. FPact, CHDP, Medi-Cal), and appointment protocols
• Attend emergency codes as appropriate and/or ensure patient flow is maintained during codes.
• Prepares appropriate health education materials to share with patients who have certain health conditions.
• Excellent knowledge as a Superuser for EPM and EMR with NextGen computer systems
• Responsible for the preparation and ordering of equipment, office, and medical supplies
• Maintain, order inventory, and comply with LA County’s Vaccines for children (VFC) program and Children’s Health Disability Program (CHDP) physicals
• Responsible to ensure current copies of vaccination, VIS forms, immunization record (yellow card), and explain vaccines for children to given to parents
• Responsible for refrigerator temperature logs, immunization inventory daily count, history of immunizations given by staff, and participation in clinic audits.
• Knowledge of where to send patients out for imaging, what forms need to be sent with the patients and correct way to complete forms.
• Knowledge of 6 rights of medication administration
• Participate with all regulatory audits in conjunction with DON and Nurse Manager,
• Routine operational and support functions; directing patients to appropriate departments, and float to other areas as needed.
• Participate with all regulatory audits in conjunction with DON, Nurse Manager, and other departments as necessary
• Forward USPS/UPS/Federal express package information to the appropriate area in a timely manner
• Ensure encounters/corrections from department are verified and delivered in a timely manner to billing department
• Ensure encounters/ are delivered in a timely manner to billing department
• Participates and assists in appropriate staff meetings, required in-services, and training
• Knowledge of specialty clinics imbedded within VCH such as Women’s Health concerns, pregnancy, post-partum, mammogram, STD/STI, family planning, Teen Health and Pediatric patient needs, in addition to Adult General Medicine patients

Medical Assistant Back Office:
✓ Assist with Medical Assistant back office duties as necessary
✓ Other duties as assigned

Customer Service:
Treats customers, patients, co-workers, and others with respect and trust. Is able to work effectively by sharing ideas in a constructive and positive manner; listening to and objectively considering ideas and suggestions from others; keeping commitments; keeping others informed of work progress, timetables and issues; addressing problems and issues constructively to find mutually acceptable and practical solutions; addressing others by name, title, or other respectful identifiers, and respecting the diversity of our workforce in actions, words, and deeds.

Minimum Qualifications:
These are general guidelines based on the minimum experience normally considered essential to
Updated 06/14/19
the satisfactory performance of this job. Individual abilities may result in some deviation from these guidelines. To perform effectively in this position, the candidate must have:

- Certified Medical Assistant with at least one year experience in a clinic OR three or more years of experience as a Medical Assistant in a clinic.
- Certified Phlebotomist OR three or more years of experience as a Medical Assistant in a clinic or hospital lab setting.
- Bilingual English/Spanish preferred.
- Supervisory experience and experience in a Federally Qualified Health Center and/or an NCQA recognized Patient Centered Medical Home is preferred.
- Current California Driver License or Identification Card is required.
- Exhibits a high level of professionalism.
- Motivated self-starter with ability to work capably and independently
- Ability to perform clinical duties within established guidelines in an organized, efficient manner.
- Ability to relate and communicate well to all cultural and ethnic groups in the community, including fluency in written and spoken English. Bilingual skills in written and spoken Spanish are preferred.
- Ability to complete and maintain records in accordance with procedures utilizing an electronic health record system.
- General computer skills in Microsoft Office programs (Word, Excel, etc.) and patient medical record system.

Physical Demands:

- Ability to perform assessments and treatment plans for patients.
- Perform duties requiring a full range of body motion including handling and lifting patients.
- May work under stressful conditions and/or work irregular hours as assigned.

Environment:

Risk of exposure to infectious disease.

*Responsibilities and tasks outlined in this document are not exhaustive and may change as determined by the needs of the company.

VALLEY COMMUNITY HEALTHCARE IS AN EQUAL OPPORTUNITY EMPLOYER.

OUR MISSION: To make an impact on the health and well-being of the whole community by providing high quality primary medical care and comprehensive healthcare services to those in need, regardless of their ability to pay.