

CASSOPOLIS FAMILY CLINIC NETWORK Job Description

Title: Patient Care Manager
Department: Management

FLSA: Exempt
Location: Cassopolis/ Niles

Originated: 4/2007
Revised: 5/30/2014
Reviewed: 03/2019, 12/2021

Summary: Directs, supervises and coordinates the clinical operations of the health center. The Patient Care Manager is responsible for the hiring of personnel, disciplinary actions and/or discharge of employees. In addition, actively participates in nursing care provided to patients as needed to support patient schedules.

Principle Duties and Responsibilities:

- Promotes the mission and philosophy of providing quality health care and related services to the medically underserved. Upholds and ensures compliance with and attention to all policies and procedures, as well as the mission and values of the organization.
- Ensures all actions, job performance, personal conduct and communications represent the organization in a highly professional manner at all times.
- Maintains a commitment to the achievement of quality health care services by maintaining patient rights, safety, privacy, confidentiality and excellent customer service philosophy.
- Maintains the standards of nursing care & implements clinical procedures accordingly.
- Directs, supervises and evaluates the nursing care provided to the patients.
- Actively participates in nursing care provided to patients.
- Promotes and participates in Patient Centered Medical Home activities in order to achieve and maintain level 3 NCQA PCMH recognition.
- Actively participates in the operation and set up of electronic health records and provides staff the knowledge to work through problem solving and issues that pertains to EHR.
- Coordinates the training of staff to assure prompt, courteous services and enforcement of the clinic's policies.
- Evaluates the job performance of clinic staff throughout the year.
- Facilitates communication between the CEO, Chief Operations Officer, Medical Director, providers, staff, other departments, patients and families.
- Conducts monthly general staff meetings, as well as separate nursing and clerical staff meetings.
- Conducts nursing and clerical staff meetings in conjunction with Quality Manager.
- Serves on committees as necessary.
- Works with the Quality Manager to assure compliance of rules and regulations of various regulating bodies and all clinical personnel are oriented to governmental rules and regulations pertaining to OSHA, CLIA, Bloodborne Pathogens, etc. upon employment. Assures all clinical personnel comply with all safety rules and precautions recommended by the Medical Director.

- Attends conferences and trainings as requested.
- Performs other duties as assigned.

Knowledge, Skills and Abilities Required:

Education

A level of knowledge normally acquired through completion of RN or BSN program.

Experience

- 3 years of work experience in a medical office and/or outpatient services environment preferred.
- 3 years of management experience required.

Interpersonal

- Excellent leadership skills with demonstrated ability to effectively lead in a changing environment.
- Ability to anticipate and react calmly in emergency situations.
- Excellent interpersonal communication skills to deal with physicians, staff, patients and their families inside and outside of the health center.
- Excellent and effective written and verbal communication skills.

Knowledge

- Knowledge of organization policies procedures, systems and objectives.
- Knowledge of health care administration systems.
- Knowledge of computer systems and applications.

Certificate/License

Current State of Michigan Registered Nurse license.

Reporting Relationship

Reports to Director of Clinical Operations

Working Environment:

Works in a normal office environment where there are minimal physical discomforts due to temperature, noise, dust and the like. Must have manual dexterity for use of a computers keyboard and calculators. Ability to remain stationary for long periods of time. Ability to communicate via phone, mail and in person to resolve disputes, solve problems, etc. Requires sitting, walking, stooping, bending, ability to walk up stairs and lift 25lbs or more, carrying supplies and/or office equipment. Ability to interact with computer screen for up to six hours at a time (visual acuity required). Some exposure to visual strain due to close inspection of forms, records and computer screens. Cognitive skills to analyze, calculate data, problem solve. Occasional exposure to communicable disease, unpleasant odors, noise due to clinic and/or data processing activities.

Disclaimer:

The above outlined specifications are not an all-inclusive list of job-related responsibilities, duties, skills, efforts, requirements or working conditions. All job requirements are subject to possible revision to reflect changes in the position requirements or to reasonably accommodate individuals with disabilities. Some requirements may exclude individuals who pose a threat or risk to the health and safety of themselves or other employees. This job description in no way states or implies that these are the only duties to which will be required in this position. Employees will be required to follow other job-related duties as requested by their supervisor/manager within guidelines and compliance with Federal and State laws.