

**OKLAHOMA CITY GYNECOLOGY AND OBSTETRICS
JOB DESCRIPTION/EMPLOYEE PERFORMANCE APPRAISAL**

Name _____

Job Title: Practice Administrator

Supervision Received: Board of Directors

Supervision Given: All Staff

Job Summary: Provides leadership, direction and administration of all aspects of the practice. Under the direction of the Partners, provides strategic direction, assures positive daily operational and financial performance. Represents the practice to outside entities. Ensures high degree of patient satisfaction.

Environmental and Working Conditions: Work is performed in administrative and clinical areas. Involves frequent contact with employees and patients. Interaction with others is constant and interruptive. On rare occasions may have contact with blood or body fluids.

Physical Demands: Work requires prolonged sitting, standing and walking and frequent bending. Occasionally lifting files, paper, equipment or boxes weighing up to 20 pounds. Requires manual dexterity sufficient to operate a keyboard, telephone, copier and other office equipment as necessary. Must have normal vision to view and work with computer and computer reports, and hearing acuity sufficient for telephone contact, patient, and staff interaction.

Organizational Standards

1. Understands, displays and supports organizational mission and shared values.
2. Produces high volume of work with efficiency.
3. Produces quality work/demonstrates accuracy and thoroughness.
4. Produces work in a timely manner.
5. Meets attendance and punctuality guidelines.
6. Keeps commitments. If delay in ability to keep commitment due to circumstances beyond control, adequately communicates the delay.
7. Safeguards sensitive or confidential information from intentional or unintentional disclosure.
8. Achieves established goals.
9. Actively participates as an effective team member. Is receptive and approachable.
10. Exhibits tact and consideration in dealing with patients and fellow staff members. Demonstrates courteous behavior through respectful and polite communication with all patients, visitors, and co-workers.
11. Consistently displays positive outlook and pleasant manner.
12. Offers assistance and support to supervisors, co-workers, and subordinates.

13. Consistently works cooperatively in group situations- Thinks win-win.
14. Works actively to resolve conflict.
15. Committed to customer satisfaction, assumes responsibility for solving customer problems or issues. Handles customer questions, complaints and service problems politely and efficiently.

Job Duties and Responsibilities

I. JOB DUTIES:

1. Participates with the Members in charting the course the Practice is to take in response to developing needs of the practice, its patients, and the community.
 - a. Evaluates the effect of external forces on the practice, recommends long-range plans that support the institution's philosophy and general objectives.
 - b. Informs and interests Partners in current trends, issues, problems, and activities in healthcare generally, in community health needs, and in the practice to facilitate policymaking. Recommends policy positions concerning legislation, government administrative policies, and other matter of policy.
 - c. Creates, updates, and ensures the implementation and evaluation of a comprehensive strategic plan.
 - d. Ensures the long-term financial viability of the practice through active management of payor plans and identification of areas of revenue growth.
2. Ensures the attainment of practice objectives through providing processes and recommendations regarding the selection, development, motivation, and evaluation of appropriate personnel. Directs and supervises all practice activities through coordinators of departments and direct contact with staff.
 - a. Specifies personnel accountabilities through standards and job descriptions.
 - b. Establishes appropriate supervision and delegation. Consults with and advises department coordinators and consultants on a regular basis.
 - c. Works to create a positive environment for staff to grow professionally and personally.
 - d. Establishes and environment of personal accountability for individual responsibilities.
3. Monitors the adequacy/appropriateness of the medical activities through coordination with the Members, medical Staff, nursing personnel, and the policies needed to assure acceptable health-care services.
 - a. Assures institutional operating stability by creating a working environment that is satisfactory to physicians and other Allied Health Professionals.

- b. Coaches each physician to maximize individual practice in balance with personal goals.
 - c. Evaluates and promotes clinical issues, procedures and practices which ensures the highest standards in medical care.
 - d. Evaluates and provides risk reduction strategies to promote patient safety.
- 4. Ensures long-term viability of the practice through active management of revenue opportunities and expense control.
 - a. Assures the sound fiscal operation of the practice including timely, accurate, and comprehensive development of an annual budget and its implementation.
 - b. Arranges contractual relationships with consultants, contractors, architects, etc., on behalf of the Practice in planning and developing facilities, finances, and personnel programs.
 - c. Establishes an ongoing program to evaluate and manage payor plans.
 - d. Analyzes, recommends and implements alternative revenue streams to enhance the practice.
 - e. Provides analysis and makes recommendations to physicians of individual opportunities for cost savings and revenue enhancement within their own practice.
- 5. Provides “Best Practice” recommendations and benchmarks to the Partners and monitors performance of the practice against selected targets. Continually works to improve practice targets through implementing improved processes and staff performance.
- 6. Fosters a smoothly functioning, efficient organization through actively identifying problem areas and seeking opportunities for improvement. Implements corrective actions promptly to areas needing improvement, and evaluate ongoing successful resolution of the issues. Keeps lines of communication open with staff and partners to ensure high employee morale and a professional healthy environment.
- 7. Provides regular board meetings to review financial, operational and strategic issues. Provides in-depth analysis and provides well thought out recommendations which support the mission and vision of the practice.
- 8. Ensures compliance with regulations governing the industry by continually monitoring the organization’s service delivery, compliance with regulations and initiating changes as required. Prepares appropriate paperwork as required to assure requirements are met.
- 9. Represents the practice to external constituents. Encourages the integration of the practice with the community through effective communication and public relations. Works with legislators, regulatory agencies, and representatives of

the industry to assure that legislative and regulatory policies promote the health of the community and do not place unmanageable encumbrances upon the practice.

10. Maintain professional affiliations and enhance professional growth and development to keep current in the latest trends in practice administration.
11. Functions as effective leader to staff.
 - a. Communicates effectively with all members of the practice, patients, visitors and colleagues.
 - b. Is receptive and approachable.
 - c. Maintains effective working relationships
 - d. Receives constructive feedback in a positive, self-developmental manner.
 - e. Promotes and supports the practice philosophy goals and objectives with honesty, loyalty and dependability in all interactions with patients, and fellow staff members.
 - f. Promotes a positive team atmosphere.
 - g. Receive constructive feedback in a positive, self-developmental manner.

EDUCATION REQUIRED/LICENSURE REQUIRED: Masters in Business Administration or Health Care Administration required.

EXPERIENCE REQUIRED: Three years experience as Practice Administrator in large group practice preferred. Prefer experience in women's health. Prefer experience with Medical Manager. Experience with negotiating contracts and positive interactions with third party payors. Strong financial skills required.

KNOWLEDGE REQUIRED:

Knowledge of principles and practices of health care administration specifically in practice management of large groups. Knowledge of appropriate policies and procedures in a practice environment for the provision of safe patient care and proper financial systems and safeguards. Knowledge in computer systems and spreadsheet development. Skill in exercising a high degree of initiative, judgment, discretion and decision making to achieve organizational objectives. High-level skills in analysis. Skill in establishing and maintaining effective interpersonal relationships with employees, physicians, policy making bodies, third party payors, patients and the public.

I have received a copy of my job description, my questions have been answered, and I understand its contents.

Signature _____ Date _____