Job Title: Director of Operations

Position Summary: Provides leadership, direction and administration of operations to ensure accomplishment of objectives. Responsible for the overall management of the day to day operations of OrthoVirginia Lynchburg. Attends leadership, physician advisory, Board and Executive Committee meetings.

Supervision Received: Reports directly to Chief Operating Officer

Supervision Exercised: Supervises Team Leaders of Multi-Disciplinary Clinic, Scribes, Triage, Radiology, Surgery Scheduling, Health Information, Patient Access, Patient Services, and Facility Maintenance.

Primary Duties:

- Directs, supervises and coordinates specific functions and activities of the practice including systems, schedules, clinic functioning, maintenance and support services.
- Interacts with other Directors to ensure coordinated efforts on behalf of the practice.
- Interacts with other Directors and leadership of OrthoVirginia to ensure coordinated policies and procedures on behalf of the state-wide organization.
- Collects data, prepares reports, answers correspondence and compiles statistics for administrative and regulatory purposes.
- Responsible for collaborating with other Directors and Human Resources on the development and maintenance of personnel policies.
- Promotes the provision of cost-effective, high-quality health care service for patients.
- Reviews operational problems and policies, and recommends solutions and changes to leadership.
- Recommends facility improvements including construction, renovation and purchase of equipment.
- Interprets departmental policies, objectives and operational procedures to Team Leaders. Resolves problems related to staffing, utilization of facilities, equipment and supplies.
- Coordinates, as requested, committees of the board and clinic, including physician advisory committees.
- Coordinates appropriate business operations insurance coverage with Richmond CFO (adding new equipment, addressing new service lines, etc.).
- Assists COO in the development of new products and services. Interacts with Team Leaders and Directors to develop and implement long range plans related to same.
- In conjunction with Team Leaders under his/her direction, evaluates performance and recommends merit increases, promotions and disciplinary actions as well as establishes objectives and goals for specific jobs.
- In conjunction with Team Leaders under his/her direction, assists in the selection, employment, development and management of clinical and administrative team members.
- In conjunction with Team Leaders and Human Resources, oversees the orientation and training program for new team members to meet their specific needs and the practice’s objectives.
- In conjunction with Finance assists in preparation and implementation of budgets. Recommends funding based on a thorough knowledge of policies, costs and operating procedures.
- Responsible for schedule coordination, to include call schedule, corporate block, facility utilization and optimizing use of provider time. Defines optimal staffing patterns and schedules to maximize efficiency of the clinic.
- Reviews provider schedules in aggregate to ensure appropriate wait times and case load assignments are optimized for all providers.
- Assists in reporting of QPP/MIPS data and ensuring requirements are met in conjunction with Director of Clinical Informatics and Compliance, Chief Information Officer and Director for Healthcare Informatics.
- Oversees maintenance of inventory systems for applicable departments.
- Assists insurance and billing with clinical coding, billing and documentation issues originating in clinic or administrative departments overseen.
- Serves patients, family members and team members to resolve patient complaints and issues.

Revised: 9/8/2012; 10/5/2016; 5/19/2017
• Assists in monitoring the efficiency and care of clinic patients through patient satisfaction surveys.
• Participate in on-call schedule with other Directors to ensure coverage for Ortho After Hours.
• Interface with Epic Team when needed.

Secondary Duties:
• Assumes the duties of planning, direction and coordinating clinic activities to ensure full patient care based on clinic policies.
• Maintains strictest confidentiality.
• Maintains professional affiliations and enhances professional development to keep pace with the trends in healthcare administration.
• Cooperates with Directors and Team Leaders to ensure compliance with standards and regulations.
• Represents the practice at public and professional meetings and conferences as requested. Participates in clinical communication and public relations programs.
• Perform related work as required or assigned.

Practice Duties and Responsibilities:
• Always open for ways to make OV more efficient; a better environment for everyone.
• Treat patients, their families, visitors, team members, management and physicians with respect and dignity.
• Maintain a clean and safe working environment; work stations should be organized and free from clutter.

Physical Demands:
• Ability to sit or stand for long periods of time
• Ability to react quickly to emergency situations
• Ability to bend over or reach above head
• Ability to lift up to 25 pounds and 50 pounds with assistance
• Ability to climb and descend stairs

Performance Requirements:
• Knowledge of health care administration, clinic philosophy and policies, and operating procedures.
• Knowledge of human resource management practices including supervision and staff development.
• Knowledge of computer systems and applications.
• Knowledge of governmental regulations and reimbursement requirements.
• Knowledge of fiscal management systems and techniques.
• Skill in exercising initiative, judgment, problem-solving, decision-making and delegation.
• Skill in developing and maintaining effective relationships with staff, board, clients, regulators and the public.
• Skill in organizing work to achieve practice goals and objectives.
• Ability to monitor quality control standards.
• Ability to research and prepare comprehensive reports.
• Ability to communicate clearly and effectively, both written and verbally.
• Ability to analyze and interpret complex data.

Education: Bachelor's degree in finance, business, health, human services or a related field required. Bachelor's degree may be augmented with MBA. Equivalent experience in operations will be considered as an alternative to education requirements.

Experience: Experience in a clinical setting or medical practice preferred. Experience in supervisory or management role required.

Certificate/License: Related certification or license preferred
Aptitudes:

- Verbal ability is required to effectively express ideas and views when speaking to groups, other Directors and personnel; and to gather and analyze data in reports.
- Numerical ability is required to evaluate statistical data and to make various computations in planning clinical operation and budget.
- Clerical ability is necessary to read reports and utilize data accurately for other purposes.

Temperament:

- Organizational ability to plan and control the activities of one or more departments.
- Capacity to relate to people in a manner to win confidence and establish support.
- Ability to evaluate reports, research studies and other data against both judgmental and verifiable criteria.
- Flexibility to adjust to changing conditions and the various details of the job.

Disclaimer: The above statements are intended to describe the general nature and level of work performed in this position. Additional duties and responsibilities may be assigned as needed.