

Gastroenterology Associates, P.A. Job Description

Job Title: Director of Clinical Services

Department: Clinical

Reports to: Practice Administrator

Global Responsibilities:

- Respond to the direction of the physicians in the development and management of the policies and procedures used in the delivery of care for the patient served by the practice. Manage the staff responsible for the execution of those policies.
- Provide professional leadership in all aspects of job duties

Staffing and Personnel:

- Review and approve weekly (nursing/scheduling/medical records) schedules that have been developed by section leaders. Assure appropriate and fair staffing for all locations.
- Monitor and approve the process for staff requesting time off. Confirm who the requests are submitted to for approval.
- Manage and approve the process for staffing schedule changes and assure the plan for re-staffing due to sick calls, etc.
- Troubleshoot staff related issues and develop corrective response
- Review staff progress in their training/development and schedule continuing education sessions in accordance with their needs as well as the department.
- Coordinate the completion of employee 90-day evaluations
- Coordinate the completion of employee annual reviews
- Coordinate interview and new hires
- Work with HR department to complete and follow rules for Managers for the Clinical Department.

Patient Care/Coordination of Offices:

- Assure all offices are appropriately staffed and running effectively and efficiently.
- Make rounds throughout the day to check on patient flow, assuring patients are being roomed and seen in an efficient manner.
- Effectively communicate with providers and staff on status of the day and plan for correction for delays or problems.
- Troubleshoot patient complaints and resolve necessary issues to benefit patient and the practice.
- Troubleshoot provider issues, communicating and work toward a plan for resolution.
- Assure EHR tasks are being maintained

- Perform process improvement assessments/audits and help identify interventions that will result in improvements. For example, patient wait times, work flow in the office, and phone triage processes.
- Assist in the coordination and implementation of new services and new or revised programs in the clinical area i.e., new EHR initiatives, CE, H-Pylori testing.
- Participate and initiate the development of standards of care for GI patient populations i.e., protocols, policies and procedures.

Staff Development:

- Assess the learning needs of the staff based on job description and responsibilities.
- Conduct and/or coordinate educational sessions for staff on GI disease processes, medications, computer topics, etc.
- Standardize a documentation methodology for phone calls. For example: DAR = Data (objective/subjective), Action and Response (pt response to action taken).
- Conduct an assessment and possible revision of the phone triage process assuring only those with proper skill level complete symptom-based calls.
- Provide a documented progression plan for staff for cross-training between linked departments.