



JOB DESCRIPTION
Clinic Support Staff Supervisor

Department: Medical Clinic **Effective Date:** 02/17/2020
Reports To: Director of Clinical Operations **Revised Dates:**
FLSA Status: Exempt **Approved By:** Christina Lee, MD, CMO

Mission Statement: Waimānalo Health Center (WHC) is committed to providing the highest level of primary and preventive health services, with special attention to the needs of Native Hawaiians and the medically underserved, and improving the health and wellness of individuals and their `ohana regardless of their ability to pay. **Values:** *Mālama, `Ohana, Pono*

POSITION SUMMARY: The Clinic Support Staff Supervisor is administratively and professionally responsible for direct and indirect supervision of Medical support staff, assistance with the improvement of priority clinical outcome measures by support staff, coordination of health profession students in the clinical areas, and development of efficient electronic workflow processes within the context of the Patient Centered Health Care Home (PCHCH).

The Clinic Support Staff Supervisor ensures the stewardship of clinic resources and assists with scheduling of staff to meet the needs of the clinic and clients. Responsible for proactive panel management for the Providers within the clinic. Responsible for maintaining an environment that provides care and safety of patients and team members. Implements policies that support the effective and efficient operation of the clinic, and makes recommendations for updates/changes/new policies and procedures. This position reports to the Director of Clinical Operations (DCO) and will work collaboratively with the medical team to ensure smooth functioning of all clinical operations.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Oversees and manages the clinic staff schedules under the guidance of the DCO, ensuring that the clinic is staffed appropriately.
2. Available to clinic staff at all times to respond to emergencies and answer questions.
3. Orients, trains and develops medical clinic staff with ongoing direction from the DCO and CMO to ensure they are capable of performing their duties. Performs annual competency testing with clinical support staff.
4. Plans, assigns, and directs work; appraises performance; rewards and disciplines employees; addresses complaints and resolves problems with the guidance of the DCO and CMO.
5. Interviews and makes decisions for hiring employees for open positions with guidance from the DCO and CMO.

6. Ensures at all times the clinic consistently operates in a high quality manner.
7. Tracks timesheets and scheduling and coordinating of staff for all leaves to include but not limited to; PTO requests and FMLA, in accordance with policies and procedures.
8. Supervises students for internships/externships and delegates authority and responsibility when and where need is indicated.
9. Assists in billing process, providing information relative to office visits to appropriate personnel within the office.
10. Takes responsibility for improving technical skills, critical thinking and interpersonal relationships skills, as needed.
11. Assists the Clinic RN to triage phone calls if the Clinic RN is not available.
12. Manages inventory and the ordering of medical supplies for all clinics to ensure supplies are available in appropriate levels including family planning/medical supplies, vaccines including VFC, and clerical supplies; is a good steward of resources.
13. Monitors expiration date of sample medications ensuring that no expired drugs/supplies are in the clinic / work area. Keeps all medicines and medical supplies in neat and hygienic environment. Orders needed supplies and stocks incoming materials.
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15. Participates in department's monthly safety inspections and complies with all personnel/practice/patient safety initiatives including but not limited to training, universal precautions, patient/personnel safety practices, family planning and annual core competency education of clinic staff members.
16. Complete quarterly AED, O2, and first aid bag checks to ensure equipment is fully functioning.
17. Oversees empanelment and panel size management of the clinic health providers. Empanelment is a deliberate attempt to identify the group of patients for whom a physician or team is responsible and helps to establish continuity of care between patients and a given provider and/or care team.
 - A. Oversees support staff to assign all patients to a provider panel and confirm assignments with providers and patients; reviews and updates panel assignments on a regular basis.
 - B. Assesses practice supply and demand, and balances patient load accordingly.
 - C. Uses panel data and registries to proactively contact and track patients by disease status, risk status, self-management status, disease prevention and screening.
 - D. Appropriately recalls patients when they are due for preventive care (ex. immunizations, colon cancer screening, breast cancer screening, etc.) or chronic care (ex. diabetic eye exam, laboratory tests, etc.).
18. Maintains patient confidentiality at all times.
19. Uses appropriate internal and external resources to resolve, meet or exceed patient and client needs; communicates issues and offers solutions to the DCO.
20. Provides consistent weekly communication to the Chief Medical Officer (CMO) and DCO, ensuring that information, reports, and materials are provided, to clearly describe clinic activities, clinic metrics and progress toward agreed upon objectives.
21. Uses appropriate internal and external resources to resolve, meet or exceed patient needs; communicates issues and offers solutions to the Director of Clinical Operations.
22. Complies with and keeps abreast of current clinic policies and procedures. Assists all clinical staff with current clinic policies and procedures. Helps to develop and update clinic policies

and procedures. (See Waimanalo Health Center Clinical Policies and Procedures – uploaded on the intranet.)

23. Ensures compliance with standards, laws and regulations as directed by regulatory and accrediting organizations such as but not limited to: CLIA, OSHA, State and Federal Governments as it pertains to the medical clinic.
24. Completes all documentation and paperwork within time constraints posed by various entities.
25. Participates in quality and compliance auditing processes as required; assigned audits are performed timely and within established standards with results communicated to the designated quality/risk personnel.
26. Completes chart audits for medical providers and work with medical staff to address areas for improvement and implement PDSAs as needed.
27. Works with the DCO to manage quality improvement reports and addressing care gaps.
28. Works with medical clinic employees to ensure that each employee understands their job description, the desired results associated with their work, and the resources available to achieve the results.
29. Participates in practice-wide initiatives including health fairs, health education initiatives or community agency committees when commensurate with the Health Center's mission.
30. Maintains strict confidentiality of all patients and employee information in compliance with HIPAA regulations.
31. Performs other appropriate duties to support the goals and objectives of WHC as requested by CMO or Director of Clinical Operations.
32. Supports and demonstrates the values of WHC. Establish and maintain effective working relationships with department directors, managers, supervisors, employees, BOD and community leaders in the course of work.
33. Ability to maintain a regular work schedule.

NON-ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Participates in Waimanalo Health Center staff meetings including but not limited to All Staff meetings, Care Coordination meetings, Clinic Huddles, Morning Huddles, Patient-Centered Health Care Home, and Provider Meetings. Serve as member of other committees as needed.
2. Represents the Health Center, as requested by the Chief Medical Officer and/or Chief Executive Officer, on community agency committees or at community events when commensurate with the Health Center's mission.
3. Complies with all regulations set forth by WHC grants.
4. Maintains all licensure, board certification, and continuing education credits. Submits updates to supervisor.
5. Ensures compliance with WHC policy and procedures as outlined in the WHC Employee Handbook and on Na Pilina.
6. Completes monthly required online Relias trainings.
7. Completes employee performance evaluations in a timely manner.
8. Submits TB Clearance on an annual basis to Supervisor.
9. Maintains current Basic Life Support (BLS) certification.
10. Performs other duties to support the goals and objectives of the Waimānalo Health Center as deemed by the Clinical Director or Chief Medical Officer.
11. Participates in at least one WHC sponsored/affiliated community event per year.

12. Performs other related work as assigned.

DATA ACCESS

Staff are only given minimum necessary access to perform job functions.

SUPERVISORY RESPONSIBILITIES

Provides direct supervision to clinical support staff (MAs and medical Care Coordinators) for clinical and patient-related activities.

QUALIFICATIONS

- ❖ Demonstrated leadership, team building and change management skills.
- ❖ Ability to work with little supervision, ability to be self-directed
- ❖ Previous management and/or supervisory experience preferred
- ❖ Personnel management skills: Ability to evaluate staff clinical competency, quality of job workflow, staff scheduling and appropriate work place behavior.
- ❖ Must have good communication, supervisory and organizational skills as well as a good understanding of patient and work flow processes.
- ❖ Quality improvement experience preferred.
- ❖ Demonstrated ability to communicate effectively with individuals, groups, and professionals in a culturally appropriate manner.
- ❖ Demonstrated ability to work effectively as a member of a team.
- ❖ Familiarity with the communities to be served is preferred.
- ❖ Experience working in a Federally Qualified Health Center and/or experience working in underserved communities is preferred.
- ❖ Experience with Electronic Medical Records system is preferred. Will be required to work on Electronic Medical Records system. Use of email is required.
- ❖ Must have enhanced computer skills, word processing, spread sheets, data extraction and reports (Word, PowerPoint, Excel, etc.).

CERTIFICATES, LICENSES, REGISTRATIONS

- ❖ Certificate of graduation from an accredited school of nursing with a Bachelor's degree.
- ❖ Hawaii RN license required.
- ❖ Basic Life Support certification is required.
- ❖ Two-Step Tuberculosis clearance is required.
- ❖ Hepatitis B clearance via immunization records of 3 hepatitis B vaccines and a hepatitis B surface antibody quantitative blood test blood test.

OTHER SKILLS AND ABILITIES

1. Ability to work positively in a team environment. Encourages and facilitates cooperation, pride, and trust, within the team. Works with others to achieve goals with commitment and team spirit.
2. Works with colleagues and/or patients to assess needs, provide assistance, resolve problems, and exceed expectations. Has the ability and is committed to providing a WOW patient experience.
3. Applies innovative solutions to problems, and designs new methods where established method and procedures are inapplicable or are unavailable.
4. Strong leadership and motivational skills especially with diverse groups of individuals.
5. Data driven, possessing solid knowledge and experience with developing and analyzing quality and efficiency reports, along with total quality improvement strategies, approaches, techniques, tools and analytical methods is preferred.
6. Exhibits good presentation and teaching skills with large and small audiences.
7. Strives to develop partnerships, teamwork and good working relationships.

OTHER REQUIREMENTS

PHYSICAL REQUIREMENTS DEMANDS

- ❖ The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- ❖ While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel (needs to have good manual dexterity); talk and hear (be able to speak and hear sufficient to communicate effectively by telephone and/or in person, at normal volumes). Specific vision abilities required by this job include close and distance vision (be able to see adequately to read correspondence, computer screen, forms, etc.)
- ❖ The employee is required to stand; walk; reach with hands and arms, and to stoop, kneel or crouch. The employee must occasionally lift/carry up to 30 pounds and push/pull up to 50 pounds via wheeled devices.

LANGUAGE SKILLS

- ❖ Ability to read, analyze, and interpret general scientific and technical journals, financial reports, and legal documents.
- ❖ Ability to understand and use medical terminology.
- ❖ Ability to communicate well verbally and in writing, and resolve problems.
- ❖ Ability to respond to common inquiries or complaints from patients, regulatory agencies, members of the business community.
- ❖ Ability to write policies and procedures clearly and concisely.
- ❖ Ability to effectively present information to staff, Leadership Team, Board of Directors, community agencies, and the public.

MATHEMATICAL SKILLS

- ❖ Ability to work with mathematical concepts such as probability, fundamentals of algebra, and statistical inference.

- ❖ Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.
- ❖ Ability to use and produce spreadsheets, variance reports, and other as needed.

REASONING ABILITY

- ❖ Ability to define problems, collect data, establish facts, and summarize conclusions.
- ❖ Ability to interpret an extensive variety of technical instruction in mathematical or diagram form and deal with several abstract and concrete variables.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to risk of electrical shock, and clinical exposure to disease and contamination. The noise level in the work environment is moderate.

HIPAA

In accordance with HIPAA regulations, all patient information will have restricted access and be handled in a confidential manner at all times. Access to Patient Information shall be limited to only those persons needing such information in order to perform the specific duties of their job (such as direct patient care, patient billing or quality assurance review.)

Whenever possible and reasonable, physical documents will be covered and/or kept from sight of all persons not directly involved in a patient’s activities (such as described above.) When accessing Patient Information via computer, take appropriate steps to ensure that your screen is not easily visible to other patients and non-involved employees. Whenever you are not in your work area, take steps to ensure that no patient information is left unattended.

(For new or revised job descriptions)

I have read and understand the job description.

Employee Signature

Date

Supervisor Signature

Date