

## Job Description

BMH HR Form 200-1

<b>Position Title:</b> Outpatient Clinic, Clinical Manager	
<b>Department:</b> Choose an item.	<b>Last Revised:</b> March 8, 2021
<b>Position Type:</b> Full-Time	<b>Compensation Type:</b> Salary
<b>Compensation Range:</b> \$19.25 to \$24.00	
<b>Reports To:</b> Executive Director of Outpatient Clinics & Medical Directors	
<b>FLSA Classification:</b> Exempt - Professional	

### Summary

Manages outpatient clinical duties; which includes determining appropriate staffing to achieve organizational goals, participating in development of the outpatient policies and procedures/ corporate compliance, survey medication logs/rooms, monitoring the clinics compliance with standards and supervision of clinical staff. I.E RN, LPN, MA.

### Essential Functions

*Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.*

- Responsible for guiding/overseeing day-to-day business and clinical operations of a multi-site outpatient practices or clinics, which includes all human resources functions, finance, logistics, compliance and staff development of clinical and business staff and others.
- Participates in developing policies and procedure in accordance regulatory agencies.
- Consults with Executive Director with related to budgetary needs, and maintenance of staffing within budgeted full time equivalence (FTE).
- Reviews and refers necessary incidents from Quantros to the Executive Director as needed
- Helps investigate and resolve patient complaints and refers unusual problems to the Executive Director.
- Assists with development, with elevation of clinical policies and procedures. Ensures that new processes are implemented and added to each clinic policy and procedure manual.
- Identifies strengths and weaknesses of clinical staff, consults with Executive Director to create action plan, which allow professional and personal development.
- Monitors all equipment, medication plans, and plans for rounding to review clinic safety.
- Demonstrates awareness of outpatient clinic policies and procedures, and assumes responsibility for learning new policies and procedures.
- Organizes monthly clinical meetings at each outpatient clinic.
- Exhibits behavior consistent with high standards of professional behavior and supports education, teaches employees new skills, and encourages certification of employees working in OP clinics.
- Monitors use of all equipment in clinics i.e. AED, pulse ox, temperatures, thermometers

- Coordinates physician availability to review clinical responsibilities i.e. documentation, patient satisfaction, physician satisfaction.
- Reviews bi-weekly payroll; approves
- Strives to achieve Boone Memorial Outpatient Clinic policies and procedures to ensure the highest quality of care, growth in patient population, excellence in access and patient experience and appropriate medical management.
- Develops outpatient clinical programs (Chronic Care Management) and ensures quality of care and continuity for patients and families.
- Works as a collaborative member of the management team, including building a professional partnership within Boone Memorial Hospital leadership team and other entities.
- Coordinates clinical schedules, oversees staffing of clinical OP clinics, and creates monthly schedule
- Observes, monitors, and evaluates nursing activities to ensure patient safety, staff relationships, and efficiency of services to ensure quality of care.
- Directs and coordinates activities of medical, nursing, and ancillary services.
- Reviews clinical documentation/billing monthly and assist with any updates of the electronic medical record (EMR)
- Participates in planning and orientation of personnel in OP Clinics.

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### **Competencies**

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- Current West Virginia State license as a Registered Nurse or APRN.
- Minimum of three (3) years clinical operations experience in a healthcare setting.
- Bachelor's degree from 4-year college or university
- Professional Membership (Nurses Association)

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### **Supervisory Responsibilities**

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- Reports directly to Executive Director of Outpatient Clinics & Medical Directors
- Directly supervises clinical staff in outpatient clinics.
- Carries out supervisory responsibilities with accordance with policies and procedures and applicable laws.
- Acting as a positive role model and resource person, interviewing, making recommendations regarding hiring and terminations, training employees, planning and directing work; assisting with appraising performance; assisting with rewarding and disciplining clinic staff member; addressing complaints and resolving them

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### **Physical demands**

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- Essential: finger dexterity, seeing, hearing, and speaking.
- Continuous: sitting, static gripping of an object for prolonged periods.
- Frequent: walking.
- Occasional: standing, stooping/bending, climbing stairs, walking on uneven ground, lifting and carrying usual weight of 1 pound up to 5 pounds, reaching above, at and below shoulder level, frequent gripping of an object.

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**Travel required**

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- Travel between OP clinics daily

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**Required education and experience**

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- In addition to the educational requirement, one (1) year supervisory or leadership experience.
- Experience to demonstrate the following:
- Solid knowledge of electronic medical record (EMR) and/or other information systems functionality including access and maintenance of the system controls.
- Strong leadership, facilitation and project management skills.
- Skill in dealing with multi-disciplinary teams and an appreciation in working effectively with competing priorities.
- Knowledge of Microsoft Office (Word, Excel and Outlook).

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**Preferred education and experience**

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- Bachelor's degree from 4-year college or university
- Minimum of three (3) years clinical operations experience in a healthcare setting.

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**Other Duties**

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Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

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**Equal Employment Opportunity Policy Statement**

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Boone Memorial Hospital, Inc. provides equal employment opportunities to all personnel and applicants for employment and prohibits discrimination, harassment, prejudice, or behavior of any type based on race, color, religion, age, sex (including pregnancy), national origin, disability status, family medical history or genetic information, past or present military service, sexual orientation, gender identity or expression, family or parental status, political affiliation, or any other characteristic protected by federal, state or local laws.

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**Signatures**

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*Submitted by:*

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Enter Submitting Employee Name.  
Enter Submitting Employee Title.

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Date Signed

*Approved by:*

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Enter Department Executive Name.  
Enter Department Executive Title.

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Date Signed

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**Raymond L. Harrell, Jr.**  
General Counsel and Executive Director  
of Human Resources

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Date Signed

*In lieu of physical signatures, the Department Executive and General Counsel and Executive Director of Human Resources may approve via email. Please attach copies of approval emails, if applicable.*

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**Applicant Acknowledgement**

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By signing below, I hereby certify that I have read and received a copy of the foregoing Job Description, and that I understand the requirements, essential functions and duties of the position.

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Applicant Name (Print)

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Applicant Signature

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Date