JOB DESCRIPTION
Tufts Medical Center

JOB TITLE: Manager, Business Operations II
GRADE: 13

DEPARTMENT: Various
JOB CODE: NM841

FLSA: Exempt
DATE: update: 12/09

REPORTS TO: VP or Dir., Ambulatory Services, and clinical department Chair/Chief, or similar positions
APPROVED BY: JJD

I. GENERAL SUMMARY:

Provides close support to a clinical department Chair/Chief for carrying out the annual business plan for a medical department(s) and for the efficient management of all non-clinical aspects of the practice.

Manages the financial and administrative aspects of operations for a large group of hospital-based clinics to support the delivery of clinical services.

Responsible for planning, organizing, staffing, controlling and evaluating the operations of assigned departments.

NOTE: This position description documents one of three Managers, Business Operations positions. While the principal duties are essentially similar for all three, they are distinguished by the relative size of the clinical/business operations managed as measured by parameters such as the number and complexity of clinics managed, dollar value of operating budget managed, number of employees managed, etc. The Manager, Business Operations II position is the middle graded of these three positions, for one overseeing multiple clinics.

II. PRINCIPAL DUTIES AND ESSENTIAL FUNCTIONS:

Finance and Performance Measurement

Responsible for developing, recommending and monitoring the operating budgets for the practice and for hospital operations, and for effective variance reporting and corrective action to ensure conformity with the budget.

Maintains appropriate financial/statistical performance data, and produces meaningful reports to monitor, evaluate, and improve financial and operational performance. Provides leadership with appropriate information as the basis for sound business decisions.

Ensures efficient and accurate capture of charge entry, patient information, billing support, and co-pay collection procedures for the billing of all physician services as well as hospital charges in all clinics. Coordinates with hospital Patient Accounts as well as the Foundation. Ensures that nursing and physician staff is effectively oriented on new billing codes and procedures.
Manager, Ambulatory Operations

May oversee grants and contracts administration for research programs (pre and post-award) for tracking proper allocation of revenues and expenses. Collaborates with management and staff in other areas such as Research Finance and Research Administration.

Develops and carries out cost containment strategies.

Assist in the development of the capital budget. Prepares cost/benefit analyses.

Serves as liaison between administration at TMC, Pratt, the Foundation, and Tufts-TMC for the resolution of various financial and operational issues.

Clinic Operations

Ensures and supervises procedures for the scheduling of patient treatment visits for the most efficient utilization physician time, clinic space and for efficient patient flow. Ensures distribution of schedules to physicians and staff. Ensures quality customer service. Ensures patients and visitors are greeted promptly.

Ensures systems to support the efficient scheduling, selection, utilization, and integration of medical Residents and Fellows within the practice.

Ensures smooth efficient scheduling and effective operations of assigned clinics. Oversees daily activities. Works with physicians, clinicians and allied professionals to monitor and analyze workflow and work schedules and patient satisfaction/level of service, and to develop programs for continual improvement. Fosters the highest quality patient care services in the most cost efficient manner.

Develops and administers programs to achieve a high level of customer/patient satisfaction.

Works collaboratively with management of other departments for the achievement of hospital goals.

Responsible for the development, communication, implementation and supervision of medical practice and hospital policies and procedures for the department.

Responsible for coordinating facility management including space planning, equipment/furnishings and maintenance.

Ensures that the policies and procedures for medical record maintenance and completion are fully implemented and monitored as described in the Medical Staff Bylaws and various accrediting and regulatory agencies.

Business Planning and Development

Provides close support to the medical department Chair/Chief(s) to assist in the development and carrying out of the business plan(s) for assigned medical department(s) to foster the achievement of established goals for market share, revenue, budget and patient visits.

Fosters collaboration between physician practice and hospital business plans and activities, and the resolution of issues to support the achievement of common goals.

May play a key role in developing, recommending and administering physician’s financial incentive programs to foster continual improvements in meeting established goals for the medical department service.
Manager, Ambulatory Operations

Maintains an accurate sense of the market. Recommends and administers activities to carry out the marketing plan(s) for assigned medical department(s)/service(s).

Collaborates with Planning and External Affairs to develop and carry out marketing and/or public relations programs to enhance TMC’s image as a healthcare provider of choice for assigned clinical service(s).

Serves as a representative of the medical service(s) to the medical school and various internal and external groups and agencies.

Assists in negotiating and managing contracts for the provision of services at the hospital.

Other Principal Duties

Responsible for coordinating the administrative aspects of medical residency/medical fellow training assignments for those assigned to the practice to include scheduling, record keeping, selection processes, etc.

Collaborates with medical staff and house staff to ensure understanding of the Hospital’s documentation requirements in conjunction with licensing and accrediting agencies.

Ensures the efficient utilization and development of personnel resources through programs for effective orientation, selection, staffing and scheduling, training, development, and morale.

In collaboration with Human Resources, hires, motivates and supervises staff. Ensures the fair administration of TMC human resources programs and policies, to include employee counseling and discipline.

Ensures compliance with JCAHO standards and other relevant regulatory requirements.

Responsible for ensuring adequate information technology resources for efficient departmental operations, including hardware, software, networking, and telecommunications upgrades.

Maintains collaborative team relationships among subordinates, and with peers and colleagues to foster the group’s achievement of goals, and a positive work environment. Ensures high quality multi-direction communications.

Performs other similar and related duties as required or directed.

III. JOB REQUIREMENTS:

A. JOB KNOWLEDGE AND SKILLS:

♦ Broad knowledge of a clinical enterprise with some depth in the areas of inpatient and outpatient care covered by this role.
♦ Knowledge of specialized applications software for medical record, patient scheduling and billing.
♦ Ability to interpret financial data and effectively manage revenues and expenses according to budget. Must have good quantitative skills.
♦ Management, leadership and interpersonal skills adequate for the effective operations management of large multi-discipline medical clinics.
♦ An excellent foundation of healthcare systems operations/office administration to include computer skills with systems configurations and software, accounting, grants administration, business office processes, scheduling, payroll administration, etc.
Manager, Ambulatory Operations

♦ Excellent communication skills, verbal and written.
♦ Experienced in performance management with the ability to assist clinical supervisors in assessing individual performance and, when necessary, implement corrective action plans with monitored results.

B. EDUCATION:
♦ Bachelor’s degree (Master’s degree preferred) in Business administration or a related field.

C. EXPERIENCE:
♦ Five to seven years of related experience.

An equivalent combination of education and experience which provides proficiency in the areas of responsibility listed above may be substituted for the above education and experience requirements.

D. LICENSES, ETC.:
♦ Not Applicable

IV. WORKING CONDITIONS/PHYSICAL DEMANDS:

Normal office environment

AMERICANS WITH DISABILITIES STATEMENT:

Must be able to perform all essential functions of this position with reasonable accommodation if disabled.

Contact if interested in this position.

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The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. New England Medical Center reserves the right to modify position duties at any time, to reflect process improvements and business necessity.