

POSITION DESCRIPTION**Clinic Manager**

Reports to: Clinical Director Position Status: Exempt

Supervises: Staff Nurses Effective Date: 6.10.22
Dialysis Technicians II
Unit Coordinators

Collaborates with:

| | |
|---|----------------------------|
| Vice President of Clinical Operations/CNO | |
| Medical Staff | NKC Clinical Directors |
| Medical Directors | Technical Services Manager |
| FSS Manager | Other Dialysis Facilities |
| Volunteer Services | Support Services |
| VP of Planning | CMO |

GENERAL SUMMARY

The Clinic Manager is responsible to the Clinical Director (CD) for the operations of a dialysis facility. This includes daily responsibilities for the delivery of quality dialysis care to our patients, implementation of cost-effective, innovative, high quality dialysis services, monitoring budgets within established guidelines, performance appraisals and coaching and counseling staff for delivery of quality health care.

The position is responsible for management of the Unit; supervising and personnel functions within the Unit; and assisting the CD with various committees and other assignments as deemed necessary and useful to the organization.

Critical to the success of this position are: Leadership of the Interdisciplinary Care Team and the Quality Assessment Process Improvement team; development of a team approach to patient care; and implementation of new patient care programs based on the strategic plan.

DUTIES AND RESPONSIBILITIES

The Clinic Manager has the authority, responsibility, and accountability to carry out the following:

- 1.** Assures a high level of quality of care in their Unit.
 - a. Maintains up to date knowledge and understanding of the Conditions of Coverage as they related to the CMS Core Survey process and implements them within the unit.
 - b. Knows and effectively implements NKC clinical policies and procedures.
 - c. Evaluates patient care outcomes in collaboration with the CD and the Medical Director.
 - d. Plans patient care meetings and establishes systems to implement and maintain approved patient care plans.
 - e. Oversees the NKC nursing practice standards in collaboration with the assistant nurse manager or nurse supervisor.
 - f. Assures appropriate and timely movement of patients into their units following patient education.
 - g. Directs program for on-going review of patient education.
 - h. Implements Unit goals in collaboration with the CD.
 - i. Effectively monitors the IDT intervention on quality metrics.
 - j. Communication quality initiatives to all unit staff and assures staff are aware of unit wide action plans for QAPI.
- 2.** Assures effective and innovative management by:
 - a. Hiring, supporting, and evaluating staff that is committed, competent, and accountable.
 - b. Reviewing, investigating, and resolving employee grievances promptly.
 - c. Communicating NKC Personnel policies, procedures, and practices and monitoring compliance.

- d.** Completing annual employee performance evaluations in a timely manner and providing other meaningful feedback to staff on an on-going basis, including skill competencies.
 - e.** Completing and maintaining both patient and staff schedules.
 - f.** Ensuring that the clinic embraces a culture of diversity, equity and inclusion demonstrated through interactions with patients and team members. Implements NKC programs that champion this culture.
 - g.** Monitoring Quality Improvement reports, identify trends and problem areas, and take appropriate action to resolve issues.
- 3.** Assures a high level of customer satisfaction by:
 - a.** Working with the CD to review, investigate, and resolve patient care issues.
 - b.** Addressing issues raised by patient's nephrologists and, working with other to take corrective actions as needed.
 - c.** Acting as a resource for staff, providing guidance, coaching, counseling, and discipline as appropriate.
 - d.** Acting as a role model for staff.
 - e.** Implementing orientation and continuing education programs for unit staff, in collaboration with Clinical Education Staff.
 - f.** Assure areas of concern identified in the patient survey are addressed.
- 4.** Develops proper staff scheduling to ensure optimum coverage while using appropriate staffing guidelines, including productivity standards, RN/Tech ratios and overtime hours.
- 5.** Reviews and monitors patient care activities, responds to organizational, procedural, and technical problems as they appear; and evaluates Unit accomplishments in terms of quality and other goals and objectives.
- 6.** Assists in the development of operating and capital budgets that make the most effective use of allocated dollars, in consultation with the CD.

- 7.** Monitors operating expenses to assure that they are within budget by regular monitoring and taking any corrective action needed.
- 8.** Implements Medicare, OSHA/WISHA, CLIA, and other regulatory agency standards and requirements.
- 9.** Assures that Unit staff follows bloodborne pathogen policies and procedures.
- 10.** Actively supports the change process by continuously improving her/his own leadership and management skills, by team building, and by implementing Unit-wide quality improvement and evaluations systems.
- 11.** Actively supports and promotes NKC plans, programs, and initiatives, as well as employee activities.
- 12.** Monitors timecards to assure accuracy and completeness.
- 13.** Performs other duties and responsibilities as may be required by law, directed by the CD, or that are self-initiated and in the best interests of NKC.

JOB CONDITIONS and PHYSICAL EFFORT

- 1.** Must be able to communicate effectively in English on the phone, in writing, and in person.
- 2.** Must be able to use a computer keyboard, mouse, EMR, Crystal Reports for auditing purposes and Drop-down windows in an efficient manner. Must be able to demonstrate use of appropriate software after training.
- 3.** Duties and responsibilities are performed in a clinical dialysis unit. The Clinic Manager is exposed to chemicals such as formaldehyde, blood, and body fluids.
- 4.** Physical activities require the ability to stoop, reach, stand, walk, push, pull, lift, finger, grasp, feel, talk, hear, and repetitive motions of wrists, hand, fingers.
- 5.** The physical requirements include the ability to lift/move up to 50 pounds occasionally and lift/move up to 10 pounds frequently.

6. The position requires visual acuity to inspect dialysis machines, read, write, and provide patient care.

CUSTOMER SERVICE STANDARDS

Staff is responsible for demonstrating good customer service and professionalism.

1. **CONSIDERATION:** Greet customers promptly; show courtesy; recognize customer's needs; respect privacy.
2. **CONCERN:** Listen to customers; express appreciation, be non-judgmental; take responsibility.
3. **CONFIDENCE:** Show a positive attitude; take personal initiative; inform; educate and reassure; provide prompt follow-up.
4. **CONDUCT:** Hold appropriate conversations; maintain a professional appearance; establish teamwork; show professional competency.

EDUCATION AND EXPERIENCE

- Bachelor's degree required; relevant experience may be considered.
- 2+ years of supervisory experience, healthcare setting preferred

The above statements are intended to describe the general nature and level of work performed by people assigned to this classification. They are not to be considered as an exhaustive list of all job tasks performed by people so classified.

REVIEW AND APPROVAL



Chief Nursing Officer

6.20.22

Date



Interim VP of Human Resources

6.21.22

Date