



POSITION DESCRIPTION

Vice President Administrative Operations and External Relationships

Reports To: President and CEO

Position Status: Exempt

Supervises: Managers /Directors of the following
Departments: Hospital Services, Patient Quality
of Life Services, Nutrition and Fitness,
Quality Improvement and Regulations,
Community Programs and Health Outreach,
Pharmacy, Administrative Assistant(s) at Blagg

Effective Date: 9/10/14

GENERAL SUMMARY

The Vice President Administrative Operations and External Relationships (VPAOER) reports to the President and CEO and is administratively responsible for providing leadership and oversight to a variety of internal departments and for leading and providing direction in to NKC's external relationships with other health care entities. The Vice President is responsible ongoing coordination of the NKC relationships with area hospitals.

The VPAOER has responsibility and oversight for the following services: hospital services, patient quality of life services, nutrition and fitness, quality improvement, infection prevention, employees health, pharmacy, community programs and health outreach, community benefits, and research (coordination with Kidney Research Institute operations). Critical to the success of this position are assuring high quality, cost effective service is provided by all NKC departments, fostering a team approach to patient care, education and research throughout the organization, and encouraging local decision making which is done within the context of clear organizational standards. The VPAOER is an integral member of the Administrative team and provides input and direction on organizational issues.

POSITION RESPONSIBILITIES

Administrative responsibilities for external relationships with other health care providers and community entities.

1. Foster positive relationships with all area hospitals in King County and Clallam County. Serves as the administrative liaison with hospitals

that contract for inpatients dialysis services provided by Hospital Services.

2. Local contact for public official networking and tours (local, state, and federal). Foster positive relationships with federal, state, county, and city public officials and with chambers of commerce as needed.
3. Accountable for Community Health Outreach plan to determine the best avenues to slow kidney disease in our community.
4. Develops and maintains relationships with patient organizations, sponsorships, community linkages with chambers and neighborhoods.
5. Oversees external relationships with health care entities including, nursing homes, hospices, and transportation services, serving as lead administrative representative.
6. Serves as operational contact with Kidney Research Institute to coordinate and research interactions.
7. Serves as the primary staff resource for Board of Trustees' External Affairs Committee.
8. Maintains positive relationships with partner organizations such as Seattle King County Dental Society, Project Access Northwest, Qualis, and Washington Patient Safety Coalition.

Advances safety, continuous quality improvement, process improvement and services to seek the opinions of patients and physicians:

9. Fosters a culture of safety through continuous quality improvement and process improvement as an organizational orientation. This includes the QA/PI, QIR, and Sentinel Event processes.
10. Oversees implementation of patient (ICH CAHPS and Home) surveys; develops and monitors work plans created in response.
11. Works to encourage patient engagement and patient involvement in all aspects of NKC.
12. Serves as the primary staff resource for the Board of Trustees' Quality Committee.

Administrative oversight of departments:

13. Works with Hospital Services Clinical Director, Medical Director and Managers to oversee quality of care, service and adherence to The Joint Commission requirements for dialysis service provided to contract hospitals. Coordinates closely with VP Clinical Operations, who serves as NKC Chief Nursing Officer, to ensure appropriate nursing practices are followed, in policy, procedure and practice. Responsible for ensuring systems are in place to match workflow to staffing. Participates in developing new client relationships and monitoring that service standards are met.
14. Monitors Nutrition and Social Services goals, policies and procedures to meet the Conditions of Coverage and NKC standards. Works closely

with VP of Clinical Services to ensure coordination with the interdisciplinary team.

- 15. Provides oversight for Patient Quality of Life Services including patient complaint/input options, advance directive education, challenging patient program, chaplaincy services and bereavement support, behavioral and mental health programs and career counseling support services for patients.
- 16. Oversees the admitting/patient intake function for new outpatients and fosters positive coordination relationships with hospital discharge planners, physicians and office staff to foster a smooth admitting process.
- 17. Assures administrative oversight of the provision of timely transportation services for outpatient, as coordinated through Social Services.
- 18. Works with Nutrition and Fitness Manager in support of provision of optimal care to outpatients and home patients.
- 19. Works with Quality Improvement Manager to ensure optimal infection control program practices including annual influenza campaign for patients, staff, and physicians. Coordinates closely with VP of Clinical Operations, who serves as NKC Chief Nursing officer, to ensure appropriate nursing practices are followed, in policy, procedure and practice.
- 20. Oversees workplace Employee Health and Safety programs, including adherence to all regulations and collaborates with VP of Human Resources, as appropriate.
- 21. Provides administrative oversight and involvement with the Safety Program including Safety Committee. Assure current evacuation plans for all building; oversee safety inspections and follow-up on safety problems and concerns. Work closely with VP of Planning on Disaster Emergency Services plans.
- 22. Works with Pharmacy Manager in support of the in-center and home program dialysis medications and dispensing of medications for dialysis patients, transplant patients, and NKC employees.
- 23. Provides oversight and direction of NKC community health outreach, community events (including Open Houses), and volunteer programs with Manager of Community Health Outreach and Volunteers.
- 24. Serves as a member of the Operations Committee which is the ESRD facility governing body as defined in the federal ESRD Conditions for Coverage.
- 25. Works with all reporting departments to assure adequate staffing and other required resources for the provision of services.
- 26. Serves as director of Blagg Pavilion, making administrative decisions for facility and building
- 27. Functions Supervisor of the administrative assistant(s) at Blagg Pavilion.

Coordinates NKC involvement with Kidney Research Institute studies:

28. Serves as lead administrative contact Kidney Research Institute researchers and administrative staff regarding NKC Involvement in on site research.
29. Serves as a member of the Kidney Research Institute Council.
30. Negotiates subcontracts and agreements and oversees ongoing involvement of NKC staff in research activity, on NKC premises and off-site.
31. Assures that research conducted at NKC by NKC staff and others is complaint with policies, procedures, IRB rules, budgets, etc.

Performs other duties and responsibilities as may be required by law, directed by the CEO, or that are self-initiated and in the best interest of NKC.

JOB CONDITIONS and PHYSICAL EFFORT

Duties and responsibilities are performed in an office environment. The Vice President Administrative Operations and External Relationships are not substantially exposed to adverse environmental conditions.

- The VPAOER should possess above average oral and written communication skills.
- Excellent interpersonal and coaching skills
- Demonstrated ability to lead and develop staff members.
- Demonstrated ability to serve as a successful participant on the executive management team that provides company leadership and direction.
- Demonstrated ability to interact effectively with NKC's Board of Directors.
- Excellent computer skills in a Microsoft Windows environment.
- Evidence of the practice of a high level of confidentiality.
- Excellent organizational skills.
- Must be able to communicate effectively in English on the phone, in writing and in person.
- Physical activities require the ability to stoop, reach; stand, walk; push, pull, lift; use fingers to manipulate items, grasp; talk, hear and repetitive motions of wrists, hands and fingers.
- The physical requirements include the ability to lift/move objects weighing up to 20 pounds occasionally, and lift/move objects weighing up to 5 pounds frequently.
- Visual acuity is required to read, inspect numbers and work extensively with date on a computer monitor.

CUSTOMER SERVICE STANDARDS

All staff is responsible for demonstrating good customer service and professionalism.

1. **CONSIDERATION:** Greet customers promptly; Show courtesy; Recognize customers' 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.

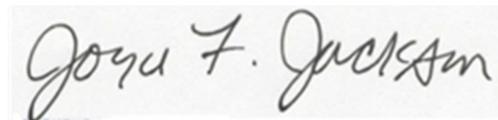
EDUCATION and EXPERIENCE

The VP of Service should have a Masters degree in Business, Health Services Administration or a related field.

The VP of Service should have the equivalent of 5 plus years of progressive leadership experience in a healthcare setting in addition the position requires demonstrated verbal, written communication skills and analytical ability.

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



9/10/2014

CEO and President

Date



9/10/2014

Vice President of Human Resources

Date