

Job Position

Clinical Operations & Performance Improvement Manager

POSITION DUTIES:

Will direct and manage our organization's healthcare program management and performance improvement activities and develop and implement effective clinical and case management strategies and programs. The position will have full operations responsibility and provide overall leadership, directions, safety, and support to our team. Duties for the Manager will include formulating policies, coordinating clinical and case management operations, monitoring, and motivating staff, ensuring good healthcare service, improving administration processes, engaging with clinical staff, identifying improvement opportunities, and monitoring clinical and case management activities. The Manager will also lead our organization in maintaining and increasing staff productivity, improving service, ensuring sustainability, and meeting the company's short-term and long-term objectives.

Specific Responsibilities:

Clinical Operations Program & Performance Improvement Manager

Job Description

- Lead, direct, and coordinate company's healthcare clinical management program.
- Implement program policies and procedures, ensuring compliance.

Holistic Health Partners Inc.



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Suite 110
Oak Brook, IL 60523



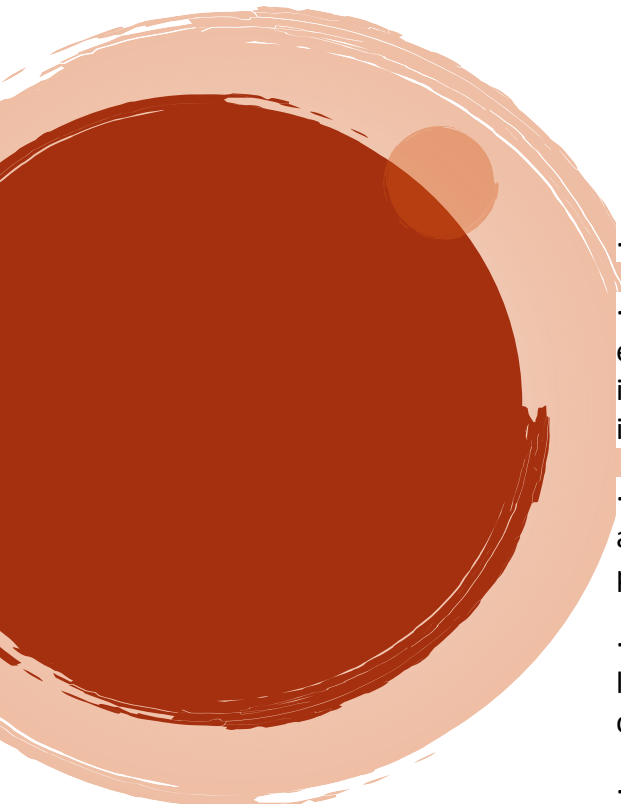
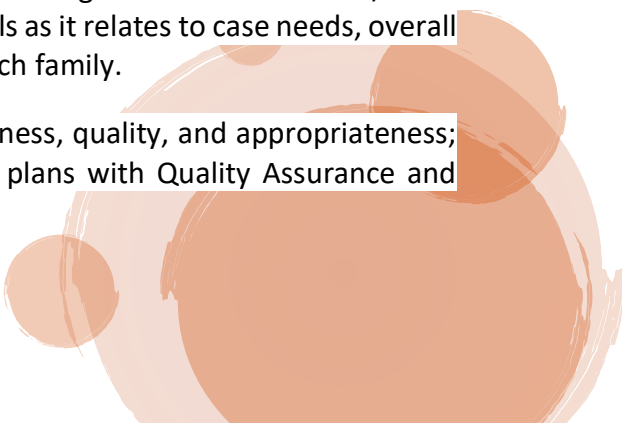
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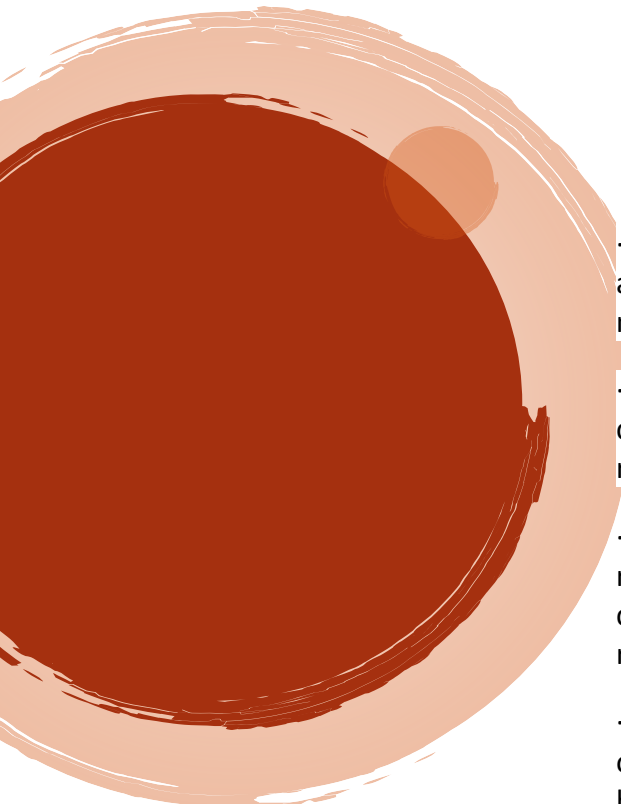
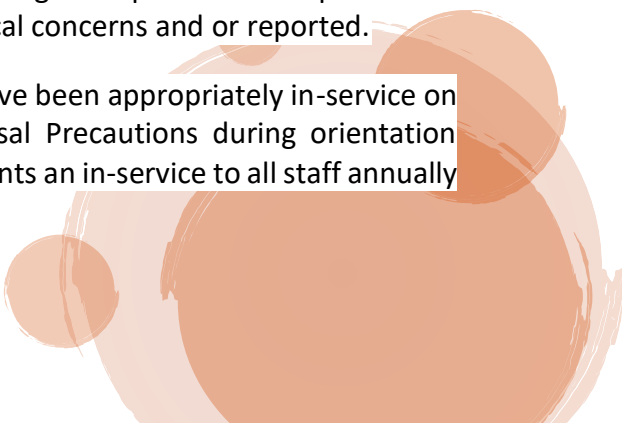


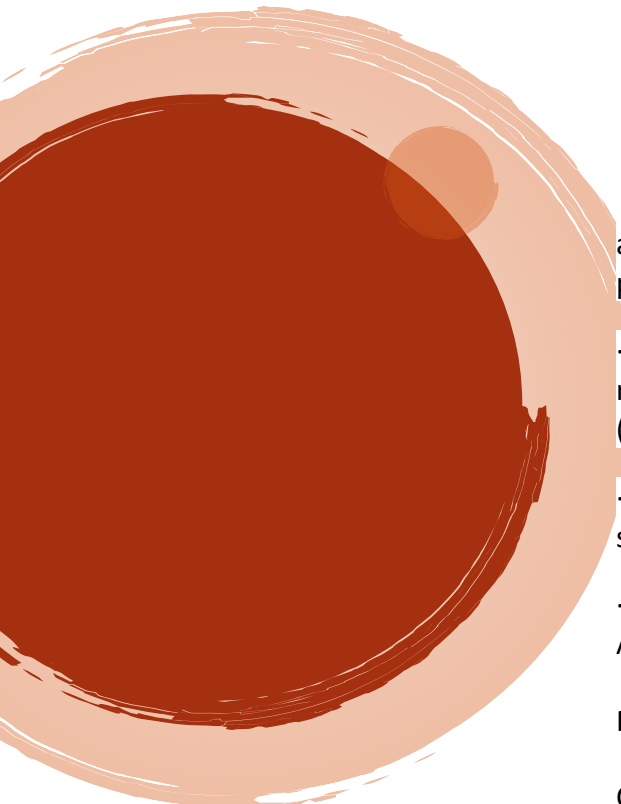
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- Support the program's development and growth.
 - Develop a system-wide training for clinical staff to develop effective improvement tools, skills and use of performance improvement tools and materials needed for process improvement.
 - Tracking staff performance through competency checkoffs, audits, shadowing, and 1:1 meeting; conducting coaching and providing support as needed.
 - Identifying needs, problem solving, and solutioning with the leadership team to find improvements and standardizing the clinical workflow.
 - Creating workflows, assessments, and plans of care that create efficiencies for the clinical staff and case managers and show outcomes for patients.
 - Partnering with multiple cross-functional teams to drive execution and streamline workflows across programs.
 - Meeting with the senior clinical / case managers regularly to discuss team performance, successes, and areas for improvement.
 - Oversee the use of technology for the organization's operations.
 - Orient and conduct regular training of case managers for casework methods and techniques to ensure each possesses the required competencies to successfully perform their job.
 - Conduct meetings with case managers on an individual basis to discuss specific case problems and work performance issues; provides written and verbal evaluations on an ongoing basis; counsel clinical and case managers on work performance issues as necessary.
 - Conduct weekly/biweekly meetings with each clinical / case managers to review case details as it relates to case needs, overall well-being, and progress of each family.
 - Review timeliness, completeness, quality, and appropriateness; approve and monitor service plans with Quality Assurance and Utilization team.
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- Ensure and track that clinical staff and case managers are attending all training as required and remain updated with any needed certifications.
 - Review all documentation to ensure service provisions are in compliance with DOH and the designated Health Home regulations.
 - Monitors patient clinical records concurrently and retrospectively, Utilizing established outcome criteria (i.e., plan of care, goals, and objectives). Manages quarterly clinical record review process.
 - Facilitate an annual review of the total programs of the organization and reporting of review results to the governing body.
 - Coordinate, and facilitate auditing and monitoring activities performed by clinical and case managers.
 - Assist in the development of agency policies and procedures including annual review of agency policy manuals.
 - Assist in the verification of staff compliance to established regulatory requirements for Local, State, Federal, and Accrediting Body.
 - Collaborate with compliance, utilization management, and staff development personnel to ensure optimal efficiency and efficacy of services provided by the organization.
 - Presenting specific reports, as needed, that describe program outcomes and progress toward goals.
 - Maintains current infection control logs for patient infections and personnel infections; Results are tracked and trended.
 - Maintains current incident logs for patients and personnel. Results are evaluated for ethical concerns and or reported.
 - Ensures that all personnel have been appropriately in-service on Infection Control and Universal Precautions during orientation and annually thereafter. Presents an in-service to all staff annually
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and ensures that all staff have access to appropriate personnel protective equipment

- Ensures that all personnel have been appropriately in service regarding the Health Insurance Probability and Accountability Act (HIPAA) during orientation and annually thereafter

- Organizes and/or participates in scheduled staff meetings and in-service education, patient care conferences as needed

- Other duties as assigned by the Clinical Manager and/or Administrator.

REPORTS TO: Director of Nursing (DON)/ Administrator

COMPENSATION: Upon interview

EMPLOYMENT TYPE: Full Time

BENEFITS: Health Insurance and 401k

QUALIFICATIONS:

1. Bachelor's degree in the healthcare related field, Nursing, Healthcare Administration/Management

2. Minimum of two years of clinical, healthcare administrative and/or management experience in healthcare.

