



NORTH IDAHO
EYE INSTITUTE

Practice Administrator

Department: Administration

Reports to: Board of Directors

FLSA Status: Exempt/Salaried

Revision Date: 6/14/2022

Summary:

The *Practice Administrator* is one of two positions that oversees North Idaho Eye Institute and its related companies alongside the Director of Finance. Both leaders collaborate with the Board of Directors (physician owners) and the leadership team to form and implement the business plan and strategic priorities of the company.

The Practice Administrator (PA) oversees the operational success of the company by ensuring the highest quality care and services are provided in the most efficient manner to the company's patients and constituents. This position provides strategic leadership, direction, and oversight of operations and personnel in the Clinic, Ambulatory Surgery Center, Optical and Patient Scheduling departments within the company. The Practice Administrator also contributes to the overall patient experience for all departments and locations by utilizing skills, tools, critical thinking, metrics, and a results-oriented mentality to ensure uniformity and efficiency throughout the company. In conjunction with the Human Resources department and department managers, the Practice Administrator assists in building and maintaining talented, dedicated, and committed teams with the depth and skills that enable the practice to effectively execute its strategic plan.

Board Meetings: Both the Practice Administrator and the Director of Finance prepare board meeting agendas and lead discussion each with a focus related to their own responsibilities, collaborating when appropriate.

Leadership Meetings: This position participates in or leads operations related to inter-departmental process improvement. It also oversees processes relating to the overall patient experience (involving primarily the Clinic, ASC, Optical and Patient Scheduling departments and occasionally other departments in coordination with their respective manager), while building and sustaining a culture of respect, fairness, and empowerment to ensure patient expectations are met and exceeded. This position also offers operational, resource, and problem resolution support for its assigned departments.

Minimum qualifications:

- Bachelor's in healthcare operations/administration or business and/or 3-5 years' experience that is related to the duties and responsibilities specified (e.g. medical office management or leadership), MBA or MHA preferred.
- Ophthalmology experience and management education/degree is preferred



Knowledge, Skills, and Abilities Required:

- Effective oral and written communication
- Independent judgment.
- Knowledge of continuous quality improvement management principles and practices.
- Skill in examining and re-engineering operations and procedures, formulating policy recommendations, developing, and implementing new strategies and procedures.
- Knowledge of customer service standards and procedures.
- Knowledge of space allocation practices.
- Knowledge of related compliance requirements and standards.
- Knowledge of cost control procedures and practices.
- Awareness of applicable standards, policies, and procedures within the medical care industry.
- Employee development and performance management skills.
- Ability to foster a cooperative work environment.
- Strong interpersonal skills and the ability to work effectively with a wide range of constituencies in a diverse community.
- Ability to supervise and train employees and/or leadership staff including organizing, prioritizing, and scheduling work assignments.
- Adept with Microsoft Office and Electronic Health Record software.
- Knowledge of staff hiring practices and procedures.

Duties and Responsibilities:

1. Lead the day-to-day operations and align initiatives with the strategic vision of the organization.
2. Direct, supervise, and coordinate the functions and activities of all clinic locations, ASC, optical, working in each to develop and promote efficiencies, relationships, and morale.
3. Participate in the development and roll-out of practice and corporate goals, objectives, and policies.
4. Provides ongoing feedback to the Board of Directors to ensure optimal performance, outcomes, and works with the Director of Finance.
5. Establish effective communication with MD's and OD's and actively attend provider meetings.
6. Create a positive and motivating environment.
7. Analyze market conditions, identify, and interpret trends or deviations from standards and proactively respond by initiating policy or procedure changes.
8. Create dashboard and benchmarks to ensure a high degree of patient satisfaction.
9. Enforce ethical business practices.



10. Coordinate and monitor support functions such as medical records and scheduling, patient services and fee collection, and productivity reporting to avoid duplication and fragmentation of effort.
11. Actively direct and participate in clinic supervisor meetings.
12. Acts as liaison between clinic and leadership team.
13. Directs and coordinates activities for clinic staff development and education.
14. Follows and ensures compliance to all guidelines, policies, and standards for the provision of services as defined the company.
15. Oversees, coordinates, maintains, and/or processes timecards, time off requests, travel reimbursements, and purchasing for clinic leadership personnel.
16. Collaborates with fellow leadership team members to determine department specific needs regarding interdepartmental processes and/or systems such as building safety and security, maintenance, and/or patient care coordination.
17. Serves on company QA team focusing on patient satisfaction and care.
18. Performs other duties as assigned.

Safety:

North Idaho Eye Institute enforces a safety culture whereby all employees have the responsibility for continuously developing and maintaining a safe working environment. Each employee is responsible for completing all training requirements, participating in emergency response tasks as requested, and serving on safety committees and teams as requested. In addition, employees must accept the responsibility for maintaining the safety of themselves and others by adhering to all written and verbal instructions, promptly reporting and/or correcting all hazards or unsafe conditions and providing feedback to supervisors and management on all safety issues.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand; walk; use hands to finger, handle or feel; and reach with hands and arms.

This position requires the ability to occasionally lift office products and supplies, up to 20 pounds. Amount of time spent lifting or exerting force is about 50% for up to 10 pounds and less than one-third of the time up to 25 – 40 pounds. Rarely is there a need to lift more than 41 pounds.

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



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Working Conditions:

Work is typically performed in an interior clinical office setting. Workflow may be demanding and chaotic at times requiring the need for multitasking. Exposed to patient population that can present a variety of contagious diseases, physical injuries, and emotional states of mind.

Acknowledgement:

I have received, read, and understand my job description. My signature below attests to the fact that I can perform the essential functions of the job with or without reasonable accommodation.

Employee Signature

Date

Employee Name – Please Print