Director of Clinical Operations

SCNM is a school of medicine and health sciences grounded in naturopathic principles. Dedicated to the ideal that everyone deserves high quality health care, we engage students in rigorous innovative academic programs, discover and expand knowledge, and empower individuals and communities to achieve optimal health. Naturopathic physicians diagnose, treat, and help prevent diseases using a system of practice that is based on the natural healing capacity of individuals. In addition to the medical college, SCNM operates a medical center onsite. Located in Tempe, Arizona, the overall environment is vibrant and dynamic, with passionate students, staff and faculty.

POSITION PURPOSE:

The Director of Clinical Operations (DCO) leads staff in the SCNM Medical Center (MC), the SCNM Pain Relief Center (PRC), and the College’s affiliated community clinics. The DCO is responsible for establishing and maintaining systems and standards that ensure excellence throughout the continuum of care supporting the vision, mission, and values of Southwest College of Naturopathic Medicine. Establishes ongoing strategic and operational objectives in pursuit of excellence in the following areas: continuous improvement, patient centered care, patient safety and quality, cost, and value within the triple aim framework provided by the Institute for Healthcare Improvement.

MAJOR ACCOUNTABILITIES:

Culture
- Responsible for driving, supporting and modeling a service-oriented culture focused on employee engagement, quality, patient safety, service excellence, fiscal responsibility, and the overall patient experience
- Facilitate, along with stakeholders, the development of communications plan (including items such as clinical meetings and a newsletter) to stakeholders highlighting both strategic and operational issues, including medical management, quality improvement, contracts updates, compliance, etc.
- Work with staff to identify opportunities to: share best practices across the physician practice; resolve systemic operational issues with payors; and to improve overall service

Administration
- Provide leadership in the areas of strategic planning, clinical facilities planning, staff, and resource planning
• Uphold all SCNM policy and procedure
• Assure ongoing development and implementation of policies and procedures that guide and support the provision of safe, effective, high quality provision of care
• Ensure that applicable health and safety operating procedures are developed and used by staff, students, residents, patients, and visitors
• Partner with the Director of Marketing, in the development of overall marketing strategies and specific marketing plans
• Participate in professional organizations and represents SCNM in a professional and competent manner in the community
• Keep abreast of new developments and innovations in health services delivery and management
• Lead, coach, and support staff members in their work. Assure that staff delivers timely and accurate information to stakeholders
• Lead/serve on various College committees

Budgeting
• Plan, implement and administer clinical operating budgeting, purchasing, patient billing, and financial reporting systems consistent with SCNM policy and regulation and in cooperation with the Business Office
• Develop fee schedules in collaboration with Leadership Team

Quality
• Translate SCNM strategic objectives into operational plans and communication plan
• Assure that staff has thorough understanding of plans and develop methods of tracking effectiveness of implementation
• Work in collaboration with stakeholders to set initiatives related to strategic goals, monitor performance, and develop best practices to improve performance as it relates to quality and other clinical standards set by the payors and practice standards committee
• Monitor referral and utilization patterns, identify opportunities for retaining and enhancing care and containing costs

HIT and Reporting
• Oversee the implementation and maintenance of EHR and other clinical informatics
• Ensure reliable documentation
• Work closely with IT to ensure SCNM stays on the cutting edge of medical technology in providing safe, effective, high quality health care
• Plan and administer appropriate administrative record keeping and reporting systems
• Prepare a variety of administrative/operations reports for internal use, for government agencies, professional associations, community organizations, and others as appropriate

Regulatory Activities
• Identify issues affected by regulatory agencies and implement processes improvement efforts
• In collaboration with the DHS Officer, oversee and manage all on-site inspections.
• Provides information/documentation as required in preparation for and in follow-up to these inspections
• Assure and monitor compliance with all state and federal regulations; attend and lead training sessions as necessary including but not limited to:
  o FERPA Compliance
  o HIPAA Compliance
  o Billing Compliance
  o OSHA Compliance

Other duties as assigned

EDUCATION:
• Master’s degree in business, healthcare administration or related field
• Clinical background preferred
• Candidates with a combination of education and experience that provides comparable knowledge and skills may be considered

EXPERIENCE:
• Minimum 5-7 years of relevant administrative experience
• Experience with MS Office, PowerPoint
• Thorough understanding of managed care operations and principles, physician practice operations, and health care payment and reimbursement methodologies
• Excellent organizational and project management skills; proven ability to manage complex projects and to get work done through others
• Excellent verbal and written communication skills. Ability to present material to large and small audiences with ease and clarity
• Demonstrated ability to translate strategic goals and objectives into practical operational plans
• Outstanding interpersonal skills; able to quickly establish a trusting rapport with individuals at all levels
• Demonstrated supervisory and management skills
• Requisite poise, judgment, and trustworthiness to represent SCNM to internal and external groups
• Maintains information in a confidential manner according to policy

SCNM is an Equal Opportunity Employer committed to a diverse and inclusive workforce. We consider applicants for all positions without regard to race, color, religion, gender, national origin, age, disability, or any other legally protected status. SCNM is a Smoke-Free campus.

** Once an offer is accepted, all external applicants are subject to a pre-employment drug screen and background check. Offers of employment shall be contingent upon successful completion of the drug testing and background check process.