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JOB POSTING

Practice Administrator – Adult Medicine and Behavioral Health

Position Summary:

The Practice Administrator is responsible for overseeing the efficient and smooth operation of assigned service(s), and providing leadership and administrative supervision to the team. The Practice Administrator ensures that the team provides quality, professional, and courteous service to patients and community members. Makes key business decisions and oversees day-to-day practice operations. Works to expand medical practice to make it more profitable and better meet the needs of the local community.

Duties and Responsibilities:

Operations:

- Works with physicians and leadership to develop business strategies and patient services.
- Designs and implements workplace procedures.
- Liaises with providers, nurses, other medical practice employees to ensure they have the necessary support.
- Evaluates appointment procedures and patient services.
- Evaluates staffing needs and ensures staffing coverage for required functions and smooth day-to-day operations.
- Assists in the development of new services that meet patient needs and reflect Best Practice trends.
- Ensures physical space is in optimal condition, as well as the proper maintenance and function of equipment and systems.
- Maintains excellent customer relations with all patients, family members and caregivers.
- Responds to patient complaints and queries in a compassionate, polite and timely manner.
- Works with Strategic Development on the planning, development and implementation of new strategies for marketing the practice

Risk Management, Quality and Compliance:

- Reviews program appropriate policies for input and revision as needed.
- Demonstrates sound knowledge of all safety procedures and management of Protected Health Information, privacy, and confidentiality.
- Works closely with the Quality Department to ensure implementation of and compliance with all required documentation related to quality goals
- Initiates quality improvement and training programs and validates outcomes.
- Works with Human Resources to ensure team's training, licenses, certification and credentialing are up-to-date
- Identifies training and development needs of team members, and ensures that deficiencies or need are addressed in a timely and effective manner.
- Assists in providing process improvement reports for improving quality of patient care



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Leadership:

- Demonstrates cooperative team, co-worker and community relationships by remaining friendly, polite, helpful, open-minded, and non-critical/judgmental of others.
- Promotes a calm and effective work environment by maintaining appropriate emotional control and displaying appropriate behavior at all times.
- Leads a cross-functional team comprised of providers, clinical staff and support staff.
- Takes a lead role in the hiring, orientation, training and development of assigned staff
- Approves time and attendance for all assigned staff, along with requests for time off to ensure adequate coverage at all times
- Provides coaching and counseling to team members utilizing Center-approved performance feedback tools and methods
- Organizes, attends, leads and participates in practice meetings, and ensures meeting minutes are properly documented

Financial:

- Manages practice and department budgets in coordination with Finance.
- Oversees daily practice operations, including appointment scheduling, billing procedures, debt collections, cleaning, security, and occupational health and safety
- Reviews and analyzes productivity reports with physicians.
- Oversees the end of day closing procedures to include daily deposits for bank, cash management and deposit logs.
- Works closely with Billing and Human Resources to monitor the status of provider insurance enrollment.
- Works closely with the Finance/Billing Department to identify errors that generate delays in payment.
- Performs other miscellaneous job-related duties as assigned by supervisor

Qualifications:

Education and Experience:

- Bachelor's or Master's Degree in Business, Health Management, or related field.
- Minimum 5 years of Practice Management experience required, 10 years Practice Management experience preferred.

Knowledge, Skills and Abilities:

- Ability to effectively build, lead and supervise a team of employees
- Ability to analyze processes to identify areas in need of improvement.
- Ability to effectively implement process changes
- Positive Attitude
- Excellent verbal communication and listening skills
- Excellent telephone etiquette
- Excellent writing skills
- Budgeting Skills
- Ability to understand Financial Reports
- Health and Safety Knowledge



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- Ability to establish rapport and deal tactfully with persons from varied racial, ethnic, cultural and/or economic backgrounds
- Ability to maintain confidentiality of patient information
- Ability to respond quickly and appropriately to questions and requests
- Ability to remain calm and professional in stressful or emergency situations
- Strong organizational and follow-up skills
- High attention to detail
- Computer proficiency in Windows operation system (Microsoft Outlook, Word and Excel)
- Ability to learn and correctly use Electronic Health Record software programs

Work Environment:

Very busy atmosphere. Highly stressful when dealing with individual personalities of co-worker, patients and their families. Potential for rare exposure of blood-borne diseases (Category II). Potential for rare exposure to chemical hazards (Category B).

Physical Demands:

Considerable standing, walking, or sitting. Lifts supplies/equipment up to 20 lbs. occasionally, and/or up to 10 lbs. frequently. Occasional reaching, stooping, bending, kneeling and crouching.

How to Apply:

If you are interested in applying, please download and print an application from our website: www.tandemhealthsc.org. Return your completed application to:

Tandem Health
Attn: Human Resources
550 S. Pike West
Sumter, SC 29150