



Job Code: 7450
Grade: NS3
HCWR: N

Job Title

Clinical Manager Ambulatory Procedure Unit (Pain Clinic and Interventional Radiology)

Department

Stroger

This position is exempt from Career Service under the CCH Personnel Rules.

Job Summary

Working closely and directly with the Chair of the Division of Pain Management, Medical Department Chair of Radiology and Physician Leaders to plan, direct, organize, and oversee all aspects of patient care delivery for Pain Clinic and Nursing staff in Interventional Radiology and/or for service line. Oversees all aspects of clinic operations and provision of patient care services including management of clinical, administrative, and interdisciplinary staff, patient access and flow, resource allocation and the quality service delivery for assigned area. Is accountable for staff management, financial performance, labor productivity, adherence to patient access and practice standards, quality improvement, and regulatory compliance. Oversight for safe administration of moderate sedation and anesthesia, invasive pain management and interventional Radiology procedures. Responsible for effectively and independently initiating, delegating, supervising, and monitoring functions within the clinic, including resource allocation, work assignments, determination of daily work priorities, policies, procedures, and actions required to meet deadlines and resolve problems. Responsible for 24-hour administrative management accountability and day-to-day management of clinic or service line. Establishes collaborative partnership with physician site leadership to achieve system goals and objectives for the clinic or service line. Implements approved clinical practices and standards, in accordance with compliance and regulations.

General Administrative Responsibilities

Collective Bargaining

- Review applicable Collective Bargaining Agreements and consult with Labor Relations to generate management proposals
- Participate in collective bargaining negotiations, caucus discussions and working meetings

Discipline

- Document, recommend and effectuate discipline at all levels
- Work closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements
- Initiate, authorize and complete disciplinary action pursuant to CCH system rules, policies, procedures and provision of applicable collective bargaining agreements



General Administrative Responsibilities

Supervision

- Direct and effectuate CCH management policies and practices
- Access and proficiently navigate CCH records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements

Management

- Contribute to the management of CCH staff and CCH' systemic development and success
- Discuss and develop CCH system policies and procedures
- Consistently use independent judgment to identify operational staffing issues and needs and perform the following functions as necessary; hire, transfer, suspend, layoff, recall, promote, discharge, assign, direct or discipline employees pursuant to applicable Collective Bargaining Agreements
- Work with Labor Relations to discern past practice when necessary

Typical Duties

- Financial
- Reviews routine and ad-hoc reports that provide information on practice volumes, cycle time, provider productivity, fiscal year (FY) statistics, shares information with staff and providers.
- Maintains and approves dialysis scheduling templates to ensure they meet the standards set forth by System goals; discusses variances with lead provider and develops action plan as required.
- Ensures that all practice Provider and ancillary encounters are billed accurately and within established timeframe.
- Manages center's operating and capital budget, monitors personnel and general expenses, responding to variances.
- Ensures that staff fully utilize IT systems and are up to date on CCH registration and insurance plans requirements.
- Staffing
- Provides adequate staffing coverage on a daily basis-prepares and posts schedules in timely manner and in accordance with Collective Bargaining Agreements.
- Schedules clinical and support staff based on patient care need; Approves payroll.
- Monitors vacancy and turnover rates - develops action plans to meet daily requirements that provide appropriate standard of care.
- Recommends adjustment for ongoing staffing model in accordance with care needs of the population.
- Audits staff productivity and develops established benchmarks for performance- addresses performance deficits with individualized staff improvement plans.
- Maintains Attendance and Tardiness Records; prepares and administers discipline for abuse of policies and procedures and non-adherence to clinical practice standards.
- Responds to emergency situations and assist with patient care, as necessary. Assists in the delivery of hemodialysis and peritoneal dialysis to patient. Direct patient care initiating and terminating dialysis when needed.



Typical Duties

- Delegates and oversees testing of water for dialysis. Reports and monitors results. Takes appropriate action as necessary.
- Conducts monthly meetings with staff to discuss System generated information, reports and other pertinent information presented in management and leadership meetings. Maintains records of meetings, including attending roster.
- Ensures staff meets Joint Commission, regulatory and clinical practice requirements, including providing patient access, doing daily huddles, patient screening, pre visit planning, reminder calls and follow-up calls to increase show rates; ensures patients are safe during and post procedure.
- Oversees and maintains timekeeping for staff and maintains acceptable levels of overtime.
- *Guest Relations
- Handles Patient Complaints and initiates Recovery; documents, tracks patient concerns and conducts patient interviews and follow-up.
- Responds to EMERS reports in an acceptable time frame.
- Monitors and collects patient satisfaction data regularly. Reviews and disseminates to staff with subsequent plans to improve the patient experience.
- Monitors staff engagement data and implements actions plans for improvement.
- Monitors staff customer relations performance.
- Converses and engages patients to collect feedback and to address concerns related to patient experience.
- Tracks patient activity daily through dashboard, identifying trends.
- Ordering and Expense Management
- Orders all medical consumables, office supplies, printed forms, according to established procedures for P-Suite.
- Works with supply chain to maintain cost-effective hemodialysis supplies and equipment. Monitors supply availability and usage of all necessary items for safe quality care.
- Maintains inventory of all office and clinical supplies; Ensures appropriate storage in accordance with safety and regulatory requirements.
- Submits invoices for payment to vendors for supplies, services and equipment received.
- Monitors contract compliance and needs for renewals.
- Clinical Practice Management
- Develops and implements evidence-based standards of clinical practice to ensure 24/7 excellent service and care delivery for patients receiving care in the Dialysis Center that is evidenced by and the Triple AIM (excellent quality and service and efficiency)/ simultaneously improving the health of the population, enhancing the experience and outcomes for the patient and reducing per capita cost of care. Develops clinical standards of care in assigned area. Assists in delivery of patient care and quality improvement. Develops and implement an effective Hemodialysis and Peritoneal Dialysis program including establishment of patient care standards and design of documentation and training/development tools. Organizes and assists staff to promote the rapid response to change in case flow and medical emergencies.
- Promotes a unit based multidisciplinary quality improvement program that incorporates patient care standards and meets Medical ESRD regulations and guidelines.
- Collects data in collaboration with multidisciplinary team to provide optimal care and identifies opportunities for process improvement. Initiates improvement efforts within the unit



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to increase or exceed established metrics.

- Participates in and supports quality improvement activities that align with standards for dialysis patients, and reports quality data on a monthly basis to Quality committee and regulatory agencies as required.
- Enters and maintains CROWNWeb database for dialysis
- Participates in formulating patient care policies and procedures.
- Ensures that patient care is delivered within CCH established service standards, regulatory requirements and professional standards of care.
- Ensures that staff is oriented, trained and competent to provide excellent safe patient care and service.
- Ensures care is coordinated across the continuum to promote positive patient outcomes and efficiency.
- Oversees development of training and competencies.
- Ensures appropriate patient/family education and engagement strategies are implemented.
- Maintains environment of care in accordance with regulatory and licensing standards. Responsible for ensuring that offices and public areas of the practices are clean and in order.
- Conducts Rounds with Environmental Service and Facilities staff to identify deficiencies and to develop corrective action plans.
- Ensures that appropriate levels of supplies are stocked in clinical areas as required.
- Ensure that equipment is clean and maintained in good working order or tagged if not working.
- Assists as required with new patient initiatives.
- Works with Human Resources in the recruitment and retention of qualified staff.
- Ensures that interdisciplinary staff, contractual staff, students and volunteers meet key CCH performance requirements.
- Prepares and completes Request to Hire (RTH) Packets for submission to Human Resources.
- Resolves conflicts between staff.
- Maintains relevant personnel files.
- Works with Human Resources to ensure the proper documentation and maintenance of Worker's Compensation and FMLA records.
- Works closely with Human Resources to ensure practice compliance with all local, state and federal laws and guidelines including OSHA, ADA, FMLA and regulatory requirements including IDPH, CMS and The Joint Commission.
- Ensures compliance with HIPAA, emergency and disaster preparedness communication, MSDS (global harmonized system), sexual harassment, universal precautions, confidentiality, security and privacy.
- Ensures compliance with annual staff training and documentation requirements.
- Ensures all clinical staff is current on licenses, CPR and other job requirements.
- Follows downtime procedures for all defined emergency codes at site (computer downtime, electrical, fire, etc.).
- Makes sure Risk Management, Corporate Compliance and Quality Management policies are being followed.
- Keeps up to date with changes in Renal and Peritoneal Dialysis, Medicare requirements, as



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well as standard of practices for dialysis.

- Performs all other related duties as assigned or requested.

Minimum Qualifications

- Licensed Registered Nurse in the State of Illinois
- Bachelor's degree in Nursing from an accredited college or university
- Five (5) years of full-time Nursing experience in an acute care setting
- Three (3) years of experience as a Nurse Manager
- Three (3) years of experience in a management role in a clinical procedural area (i.e., pain treatment center, interventional radiology, procedural area, etc.)
- Ability to work flexible schedules, including evenings and weekends
- Current Advanced Cardiac Life Support (ACLS) certification
- Current Basic Life Support (BLS) certification

Preferred Qualifications

- Master's degree in Nursing, Business or Healthcare Administration from an accredited college or university
- Five (5) years of clinical practice experience
- Previous work experience in a union environment
- Certification in Pain Management
- Bilingual in English/Spanish

Knowledge, Skills, Abilities and Other Characteristics

- Thorough knowledge of management principles and practices
- Knowledge of business operations and experience leading project teams
- Thorough knowledge and understanding of the Health Insurance Portability and Accountability Act (HIPAA) to ensure the protection of the confidentiality and security of healthcare information for all patients
- Knowledge utilizing Microsoft Office Suite (PowerPoint, Word, Excel, and Outlook)
- Excellent management and leadership skills.
- Excellent verbal and written communications skills
- Skilled in time management as it relates to situations that have competing priorities.
- Ability to work independently and simultaneously manage multiple complex projects
- Ability to function as a role model for clinical excellence
- Ability to assign, prioritize, review, and evaluate the work of a variety of employees, including internal employees, vendors, consultants, and combinations thereof
- Ability to calculate budget estimates necessary to evaluate costs
- Ability to train by presenting concepts and demonstrating tasks
- Ability to multi-task and meet deadlines in a fast paced and stressful environment
- Ability to maintain a professional demeanor and composure when challenged
- This position requires travelling to work assignments throughout Cook County for which the employee must provide his or her own adequate means of transportation



Knowledge, Skills, Abilities and Other Characteristics

- Must be able to work flexible hours including nights and weekends

Physical and Environmental Demands

This position is functioning within a healthcare environment. The incumbent is responsible for adherence to all hospital and department specific safety requirements. This includes but is not limited to the following policies and procedures: complying with Personal Protective Equipment requirements, hand washing and sanitizing practices, complying with department specific engineering and work practice controls and any other work area safety precautions as specified by hospital wide policy and departmental procedures.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of the personnel so classified.

For purposes of the American with Disabilities Act, “Typical Duties” are essential job functions.