



TITLE: DIRECTOR OF CLINICAL SERVICES

REPORTS TO: PRESIDENT & CHIEF EXECUTIVE OFFICER

POSITION SUMMARY:

Plans, organizes, and directs the delivery of clinical programs to patients in the Agency's service area. Participates as a member of the Senior Management team in setting goals, objectives and development of strategies. Adheres to all Agency policies including but not limited to the Confidentiality Agreement, Personnel Policies, and Clinical Policies and Procedures, HIPAA Privacy/Security and WISP. Adopts the Lean Healthcare philosophy to follow through with using the Lean Tools and Lean Management.

RESPONSIBILITIES:

- Works with the President, Board of Directors and Senior Management in setting goals and strategic objectives, consistent with organizational needs and priorities.
- Plans, organizes, coordinates, directs, implements, and evaluates clinical operations of the Agency.
- Works in close collaboration with the Senior Management Team to align clinical operational strategies and clinical program initiatives. Provides clinical perspective during decision-making.
- Interacts with external organizations as clinical operations representative for the Agency.
- Develops budget and is responsible for financial aspects of clinical operations to assure that all levels of volume/productivity/PPS statistics are consistent with the Agency budget.
- Teaches team members about key indicator dashboards to assist them to manage clinical employees.
- Develops clinical competencies.
- Translates policies into operational practice for staff.
- Keeps current with industry standards and assures that policies/guidelines reflect the new/revised standards.
- Collaborates with Senior Leadership to attain benchmarks that place the BVNA in a superior status.
- Effectively implements Conditions of Participation (COP). Translates COP into operational practice. Assures that policies/guidelines reflect the current COP's. Implements the Department of Public Health Conditions of Participation. Educates team members to understand and meet the COPs. Keeps current on DPH regulations. Coordinates the DPH survey process. Provides input for new policies and procedures to comply with regulatory agencies and other program standards.
- Oversees and participates in annual clinical policy and Agency policy reviews.
- Attends Senior Management team meetings and provides clinical operational data and perspective during the decision-making process.
- Participates in the preparation of the Annual Agency Evaluation and may present at the Patient Safety & Quality Task Force.
- Makes changes in policies as appropriate and in accordance with internal systems to reflect changes in state, federal, and other regulatory requirements/standards.

- Maintains confidentiality of all pertinent patient care, personnel and Agency information so that the rights of all parties are protected.
- Practices values of the Agency and serves as a role model to all employees regarding values.
- Fosters and maintains an environment of open communication and mutual respect with all employees.
- Maintains a current knowledge base and enhances professional growth and development to keep up with the latest changes/trends in health care and home care through professional affiliations.
- Oversees the Agency Emergency Preparedness and Disaster Plan. Reviews annually.
- Is on call for Agency emergencies.
- Demonstrates skill with the EMR (Netsmart), Home Health Gold and SHP.
- Participates with team members to review all patient safety and infection control reports, clients concern and occurrence reports to identify problem areas regarding treatments, medications, infections and high-risk cases. Identifies influencing factors and recommends solution(s) for resolution.
- Responsible for maintaining and developing reports to be presented to the Patient Safety & Quality Task Force.
- Participates with the President and Vice Presidents in determining which contracts and agreements related to clinical service are appropriate.
- Analyzes and evaluates clinical operations and trends.
- Leads team members in developing and implementing new clinical programs that promote superior patient care. Assures that all new programs have an evaluation process to examine efficiency and effectiveness of the programs.
- Assures adherence by clinical staff to documentation policies and methods.
- Evaluates and analyzes industry and Agency data, e.g., Home Care Compare, Adverse Events, SHP, Home Health Gold, etc., to measure performance of care. Utilizes statistical data to recommend and implement changes in clinical operations.
- Responsible for development and compliance with clinical policies and procedures for patient care.
- Participates in labor management meetings and union negotiations.
- Identifies and corrects problems as they arise. Makes decisions and takes responsibility for them. Responds to emergencies through direct intervention and provides staff support and direction in coping with crisis situation(s).
- Establishes a positive atmosphere. Encourages staff to discuss problems and concerns as well as express ideas for change and improvements. Keeps managers and providers informed of Agency goals. Exhibits consistency in application of policies and corrective actions.
- Maintains accurate and complete records and documentation in accordance with policies and standards; complies with internal and external reporting requirements.
- Works with Vice President of Human Resources to meet expectations with regard to loss prevention, employee education, job safety analysis, compliance with OSHA standards, and accident reporting and investigating.
- Demonstrates skill in influencing staff to perform to maximum potential through communication, education and performance management. Discusses appropriate goals with staff.
- Keeps employees properly focused on individual, department and Agency goals. Identifies and assists employees who have performance deficiencies and limitations. Supports employees in their endeavor to achieve goals.
- Represents the Agency on internal and external committees, at community and industry organizations, as assigned or requested.
- Performs other related duties as assigned or directed.