



521 4th Street Havre, Montana 59501 • Phone: 406-395-4305 • Fax: 406-395-5643 • www.bullhook.com

Bullhook Community Health Center (BCHC) is an equal opportunity employer. BCHC shall, upon request, provide reasonable accommodations to otherwise qualified individuals with disabilities.

Job Title: Medical Manager

Department: Medical

Supervisor: Chief Medical Officer

Supervises: Medical Assistants/RN's

Salary Range: \$70,093.00 – \$99,935.86 (based on licensing and years of experience)

Job Overview: Responsible for overseeing administrative and operational duties of the clinical nursing staff and assisting the Chief Medical Officer and Medical Provider teams. Supervise workflow and processes to ensure adherence to quality standards, deadlines, and proper procedures, correcting errors, or problems. Provide employees with guidance in handling difficult or complex problems. Monitor the environment for care issues, safety issues, and regulatory issues related to State or Federal requirements. Track, monitor and ensure compliance of quality improvement/quality assurance measures, grants, Patient Centered Medical Home (PCMH) model, UDS and any additional initiatives that BCHC may participate in the future. Support and lead the Quality Involvement/Quality Assurance Program across the health center, ensuring provision of high-quality patient care. Lead and attend various meetings, including PCMH and coordinate assignments and expectations for team members in a collaborative and integrated setting. Facilitate the patient engagement process with focus groups, surveys and analyze data reports, preparing PDSA's or other quality improvement initiatives.

Essential Functions (Major Duties or Responsibilities): Coordinate daily activities ensuring organized and smooth operations to include staff and provider scheduling, leave, patient flow, ensuring appointments are conducted as scheduled and the ability to assist in all areas when needed. Implement and administer policies of BCHC. Arrange appropriate training and education to meet the professional development needs of the medical team. Assure appropriate licensing, credentialing and certification documentation is obtained from professional staff and is on file. Monitor patient flow and evaluate clinic patient show rate and work toward maximizing community usage. Maximize team efficiency and quality through appropriate staffing. Initiate, implement, monitor and evaluate progress of quality measures such as Patient Centered Medical Home, integration projects, UDS, grant goals, etc. Create and validate reports for quality improvement initiatives. Create graphs, charts and other displays for presentations. Examine and utilize information and documents to verify adherence to requirements. Assure all clinic reporting requirements are met. Contribute to a work environment that encourages positive staff morale, motivation, commitment, and team building. Hold regular staff meetings which provide opportunities for discussion/resolution of clinical problems, ensuring quality assurance, and foster good communication. Facilitate and attend variety of BCHC meetings. Will work in conjunction with the CMO to meet the goals and objectives of the department. Will prepare templates/questionnaires/ screenings/ contracts/letters/structured data with EMR for providers and clinical staff. Submit and manage EMR support tickets for staff as needed to assist with problem solving related to EMR function ability. Run quarterly HIPAA audits. Oversee the vaccination program. Prepare the Vaccines for Children (VFC) report, audit and report on it yearly. Maintain and send out Medicaid letters for compliance. Audit BCBS value-based care for compliance and update gap report.



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Team Approach: Managing patient care is a team effort that involves clinical and nonclinical staff (i.e., physicians, nurse practitioners, physician assistant, nurses, medical assistants, schedulers, billers and front-end staff) interacting with patients and working as a team to achieve stated objectives. Emphasis is on ongoing interactions of team members to discuss roles, responsibilities, communication and patient hand-off, working together to provide and enhance the care provided to patients. All staff are members of the team. Involvement of the patient/family/caregiver with care team members is critically important to patient-centeredness.

Minimum Qualifications (Education and Experience): Graduation from an accredited college or university of recognized standing with an associate or bachelor's degree in nursing is required, and 4 years of relevant work experience. (Registered License in the State of Montana). A combination of education/experience would be considered also. Valid driver's license by the State of Montana. Experience in a primary health care setting or equivalent is preferred. Previous management experience strongly preferred.

Knowledge, Skills and Abilities (KSA's): Knowledge of program planning, implementation, evaluation, and health care administration; statutes relative to clinic providers and federally qualified health centers; confidentiality; community resources; medical office practices and procedures. Requires the ability to communicate effectively orally and in writing; establish and maintain effective work relationships; provide staff education and skill building. Demonstrate skilled, interpersonal communication; conflict resolution skills; skilled in program planning, implementation and oversight and evaluation; skilled in the use of computer software for programs for clinic practice management. Ability to become ECW superuser. Ability to be flexible, able to change directions and work quickly. Demonstrated ability to work with various skill levels.

Supervision: N/A

Physical and Environmental Demands: Work is performed in an office and clinic setting; stands, walks with intermittent sitting; reaches for and uses writing instruments and keyboard; reads reports and other written materials; extensive use of telephone and oral communication with the public and coworkers; stoops; bends; kneels; reaches for; picks up; and pushes or pulls; ability to lift up to 30 pounds.

Special Requirements: N/A

<p>The specific statements shown in each section of this description are not intended to be all inclusive. They represent typical elements and criteria considered necessary to perform the job successfully.</p>
