

## JOB SPECIFIC PERFORMANCE PLAN

**Position: Supervisor JobCode: 2024 UJ**

**Division/Department: Breast Health Services**

**Job Summary:** Oversees the daily activities of the Breast Center to ensure quality patient care and fiscal responsibility. Carries out all responsibilities in accordance with the organization's core values, applicable policies, procedures, and civil laws, the Corporate Responsibility Program and adhering to the teachings of the Catholic Church.

1. Assures quality and consistency of Breast Health Services in various locations in relation to system Breast Health vision.
  - a. Activity is coordinated among staff to minimize redundancy and enhance patient care.
  - b. Scheduling of employees and patients is accomplished for efficient utilization of resources.
  - c. Scheduling of procedures is accomplished to maximize productivity of equipment.
  - d. Coordination of Breast Health services/exams is accomplished for consistent product quality, with emphasis on differentiation of product from competitors.
  
1. Assures ongoing compliance with regulatory/accrediting agency requirement.
  - a. Services provided are in compliance with JCAHO standards.
  - b. Services provided are in compliance with MQSA as supported by the FDA.
  - c. Mammography ACR accreditation maintained.
  - d. Supports the Lead Quality Control Technologist by providing resources, room time and other expertise as necessary.
  
1. Maintains a working knowledge of daily patient and staff flow and makes adjustments as necessary.
  - a. Reviews staff call-ins on a daily basis and adjusts staffing levels as needed.
  - b. Assists staff with prioritizing work when conflicts in scheduling arise.
  - c. Assists staff during invasive procedures when necessary.
  - d. Communicates workflow issues to Manager and Radiologist as necessary.
  
1. Maintains a working knowledge of the Mobile Mammography Service.
  - a. Coordinates staff scheduling for mobile unit.
  - b. Serves as the initial contact for the driving/repair companies providing services to \_\_\_\_\_.
  - c. Coordinates scheduled and non-scheduled downtime of the mobile unit to effectively minimize reductions in revenue
  
1. Assists with the development and implementation of policies and procedures appropriate to the operation of Breast Health Services.
  - a. Policies and procedures are formulated and implemented when operationally necessary and/or when required by regulatory agencies.
  
  - b. Policies are discussed with appropriate individuals, revised as necessary and routed to prescribed channels for approval.
  - c. Policies are disseminated and reviewed with appropriate personnel to assure fair and consistent implementation.

- d. Policies are reviewed and updated as operationally necessary or as required by regulatory agencies.
1. Represents Breast Health Services and functions as liaison for management staff, administration , physicians, managed care companies and other customers.
    - a. Breast Health services organized as an integrated system-wide product.
    - b. Scope of services expanded throughout the system consistent with goals and objectives.
    - c. Community awareness of Breast Health Services coordinated with other Health system departments.
    - d. Physician involvement in Breast Health Services supported in a consistent manner.
    - e. Administrative decisions supported and communicated to system departments as applicable.
  1. Supports the Breast Center practice through outreach activities.
    - a. Promotes breast health education and awareness by speaking to groups requested.
    - b. Assists in promotional/educational events.
    - c. Supports the American Cancer Society through programs and special events.
  1. Provides clinical education for the students of the Medical Sciences Programs. Accepts personal responsibility for professional practice by adhering to standards of the profession.
    - a. Coordinates student rotation through Breast Health Services.
    - b. Instructs student in appropriate communication skills with emphasis on emotional support of patient.
    - c. Provides feedback to manager and clinical instructors regarding student progress.
    - d. Instructs student on basic quality control guidelines and responsibilities as provided by Mammography Quality Standards Act.