

JOB DESCRIPTION

JOB TITLE: Clinical Manager, Breast Center

DATE: July, 2000

UNIT/DEPT: Breast Center

LOCATION:

IMMEDIATE SUPVSR'S TITLE:
Administrator, Diagnostic Services

POSITION #:

DESCRIPTION APPROVAL:

IMMEDIATE SUPERVISOR: _____ **DATE:** _____

REVIEWING SUPERVISOR: _____ **DATE:** _____

GENERAL INSTRUCTIONS

- This questionnaire, when completed and approved, will constitute the job description. Answer all inquiries as completely and concisely as possible
- Important: This must be a description of the job--not the personal qualifications or performance of the employee now on the job

PURPOSE: Describe briefly the overall purpose of this job, i.e., Why does it exist?

The Clinical Manager, in cooperation with the Breast Center Medical Director and the Director of Mammography, will facilitate a timely, integrated and coordinated approach to the care of patients coming to the Breast Center for procedures, evaluations and consultations. It shall be the responsibility of the manager to triage inquiries, monitor the progress of each individual, by coordinating tests and procedures, acting as resource for information related to insurance, patient education and options for future care, including the Second Opinion Program. The Clinical Manager of the Breast Center will be responsible for overseeing the day to day operations of the Center, creating and overseeing utilization of the Breast Center's operational budget and responsible for Breast Health Specialist and six FTE's, clerical, technical and support staff. The Clinical Manager will act as a liaison between the Breast Center and other ancillary areas to insure that the needs and concerns of the Breast Center patient are addressed.

ACCOUNTABILITIES AND JOB ACTIVITIES:

Begin by writing an accountability statement (a sentence describing an end-result the Incumbent is held accountable for achieving). Immediately below the accountability statement, write activity statements describing how the incumbent goes about accomplishing each accountability, including what authority the incumbent has in carrying out the action. Place an asterisk (*) in front of any non-essential job activities, that is, activities which are performed either infrequently or could be performed by others without altering the underlying reason the job exists. Using the format described above, go on to list additional job accountabilities followed by job activity statements. Once all the job accountabilities are listed, go back and place a percentage estimate of time spent performing each accountability, directly before the activity statement.

1. Facilitates a timely, integrated and coordinated approach to patient care. 35%

- a) Triage all calls to the center, evaluates and prioritizes requests to expedite the provision of quality patient care. Responsible for coordinating the day to day schedule
- b) Works with other sites of care to acquire all necessary information pertinent to provision of care at the Breast Center which may include but not limited to, obtaining films, test/procedures results, etc.
- c) Acts as a resource to patients and family, re: options post Breast Center experience which include clarification for follow-up treatment, psychological counseling, patient education opportunities provided through the Women's Health Resource Center, and support group activities in absence of Breast Health Specialist.
- d) Acts as resource for verification of insurance to identify any special requirements necessary to provide timely quality care, i.e. precertification, referral documents, etc.

2. Oversees Operational Activities. 40%

- a) **Human Resources Management**
 - Hires qualified staff personnel
 - Orientates new employees to the Breast Center
 - Monitors and documents performance of staff members
 - Encourages staff development and growth
 - Applies disciplinary action and terminates personnel within hospital guidelines
 - Schedules staff to insure coverage of the work area by determining appropriate staffing needs, work methods and performance standards
 - Evaluates staff performance. Coach, encourage, and assist staff in the achievement of their professional goals.
 - Interprets and communicates hospital and departmental policies and procedures to staff.
 - Conducts monthly meetings with each shift in Diagnostic Radiology and all staff in the Breast Center.
 - Assures that all staff members maintain licensing requirements.
 - Coordinates with the managers of Special Imaging and Diagnostic Radiology in staffing of mammographers and ultrasonographers in the Breast Center.
- b) Insures appropriate utilization of the Breast Center by supervising patient flow, from registration through the procedural areas and identifying opportunities for improvement in process.
- c) Creates and facilitates utilization of the Breast Center operational budget.

- d) Acts as a contact for ALGHP and other sources of insurance information to keep abreast of the most current policies and benefit requirements.
- e) Assures that appropriate coding is used for billing policies.
- f) Together with the Medical Director and Director of Mammography develops policies and procedures according to JCAHO, IDPH and other regulatory agency guidelines.

3. Facilitates provision of quality patient care at the Breast Center. 20%

- a) Remains clinically informed about current diagnostics and treatment methodology by attending and participates in appropriate conferences, seminars, etc.
- b) Together with the Medical Director and Director of Mammography, identifies quality indicators and gathers data to measure quality of care utilizing CQI tools to ensure compliance w/MQSA guidelines.
- c) Observing adherence to or deviation from accepted clinical protocols, guidelines and pathways.
- d) Responsible for departmental Quality Assurance and MQSA data.
- e) Monitors physician utilization of the Breast Center and presents Medical Director with opportunities for improvements and or resolution and or resolution of conflict.
- f) Interfaces with many other hospital departments (surgery, radiology, genetics, social services)

4. Responsible for budget management and performance and fiscal oversight of all areas of responsibility.

- a) Develops annual operating budgets (revenue, expense, activity and FTEs budgeted and actual).
- b) Develops capital budgets (maintenance and strategic capital).
- c) Monitors budgets, investigates and reports on any reasons for variances.
- d) Achieves performance within organizational expectations.
- e) Ensures that all departmental expenses are processed appropriately, timely, and according to Advocate's financial control policy and corporate compliance guidelines.
- f) Appropriately manages budgeted vs. actual FTEs, open requisitions and profile processing, performance reviews within policy guidelines of 30 days or less.

- g) (Revenue departments only) Maintains an up-to-date chargemaster for the area; maintains up-to-date RVUs/cost standards in TSI; and assures that revenue drops appropriately on a daily basis.

BEHAVIORAL EXPECTATIONS

Striving for excellence

- setting challenging goals
- producing quality work in a timely fashion
- finding better/more efficient ways to do things
- maintaining current knowledge and skill
- participating in quality and process improvement efforts
- keeping work area clean, safe and secure

Acting Flexibly

- adapting to change
- seeing the value of different opinions and new ideas
- changing plans and objectives given new direction or priorities
- handling stressful situations effectively

Meeting Customer Needs

- meeting internal and external customers' needs
- finding new ways of satisfying customers
- participating in service improvements efforts
- listening and responding to customers
- treating customers with compassion and respect

Working as a Team

- working as a team player
- pitching in to help those in need
- communicating with others appropriately
- listening and responding to others
- handling conflict situations effectively
- fostering trust and respect within the team
- participating in committees/taskforces

Fostering Diversity in the Workforce

- treating all associates and customers with respect, integrity and dignity regardless of background, race, age, gender, sexual orientation, religion or disability
- treating all associates and customers fairly

Being Self-directed

- taking initiative and responsibility for actions
- identifying own learning needs and creating/implementing Learning Plans

- NO. 928 P. 8/8
- performing duties according to policies and procedures
 - demonstrating ethical behaviors
 - maintaining confidentiality of information
 - maintaining licenses and certification as appropriate
 - fulfilling operating unit/clinical competencies
 - using equipment/resources responsibly
- Responding with Age Appropriate Clinical Care (Direct Patient Care Jobs Only)**

- responding appropriately to the age appropriate psychological and physical needs of patients
- understanding growth and development needs of the age group with which the associate interacts
- integrating family/support system into patient care, as appropriate

II. Describe the kind and level of contacts required of this position. (Personal or by correspondence; inside/outside the company).

- Works cooperatively with the Medical Director of the Breast Center.
- Works with alternate sites of care to obtain appropriate clinical information.
- Interacts with physicians and facilities utilization of and compliance with Breast Center guidelines, protocols and pathways.
- Works cooperatively with the Departments of Radiology and Mammography to insure appropriate scheduling and utilization of Radiologist areas.
- Acts as a liaison to ancillary areas, i.e. genetics, psychology, Coordinator of Women's Health Services, etc.

III. What decisions are made and acted upon independently by this position?

- Training and patient scheduling per guidelines.
- Daily operational activities.
- Scheduling of supports staff.
- Utilization of approved operational budget.
- Quality Assurance activities.

IV. What, typically, does this position refer to the supervisor for approval or final disposition?

- Deviations from accepted protocols, guidelines and pathways.
- Physician conflict/s or inappropriate utilization.
- Requests for capital resources.
- Deviation from policy.

V. If this job is supervisory, what are the duties with respect to employee development, placement, work assignments, salary administration, etc.?

- Hires, supervises and evaluates support /clerical staff.
- Schedules activities of support/clerical staff.
- Provides educational enhancement opportunities for clerical/support staff.

VI. Job Scope and Work Environment

- A. What is the general scope and magnitude of the operations with which this job is associated? (e.g., staff size and title of positions that report to the job, number of hospital beds, number of patients treated or treatments administered, size of geographic area serviced, pounds of products, etc.)**
- Responsible for Breast Health Specialist and six FTE's, clerical, technical and support staff.
 - Works collaboratively with the Medical Director of the Breast Center and the Director of Mammography.
 - Facilitates the utilization of the General Surgeons, Radiologists and Pathologists.
 - Breast Center encompasses utilization by patients in .
- B. Indicate the dynamic dollar with which this job is closely associated. The dollar amount should represent those things over which the position has at least some control such as budget, payroll of subordinates, sales revenues, purchases, inventories, etc.**
- C. What type of environment does this job operate in (e.g., laws, statutes, organizational goals and policies, time constraints, etc.)?**
- Operates within JCAHO and NCQA standards and other appropriate regulatory agencies guided by the mission and vision of the Breast Center.
 - Physician procedural privileges as dictated by the Medical Staff Bylaws.
 - Radiological equipment and procedures are subject to the appropriate regulatory agencies.

The statements in this job description are intended to describe the essential nature and level of work performed by employees assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

Clinical Manager Breast Center

JOB REQUIREMENTS

It is mandatory that specifications are not arbitrarily imposed such that discriminatory practices result when selecting candidates for the job.

Instructions: Please complete competent and minimum level qualifications. The competent level is an incumbent who is fully capable of performing the position almost immediately. The minimum level is an incumbent who has a different degree, experience level, etc., or who will need development/monitoring before achieving a competent level.

| | COMPETENT LEVEL QUALIFICATIONS | MINIMUM LEVEL QUALIFICATIONS |
|--|---|---|
| SKILLS (Typing, shorthand and special machinery, word processing and basic computer knowledge) | <ul style="list-style-type: none"> • Ability to work well within a multidisciplinary team setting. • Self-starter. • Advanced knowledge of current diagnostics and treatment methodologies for breast disease. • Prior experience working with protocol/pathway driven environments. Able to identify deviation make appropriate referrals. • Prior experience working in a care manager role. • Excellent problem solving skills. • Excellent organizational skills. • Excellent communication skills. • Experience in operational management. • Advanced knowledge of computer operations. • Prior experience in Breast Center management utilizing approved guidelines, protocols and pathways. | <ul style="list-style-type: none"> • Ability to work well within a multidisciplinary team setting. • Self-starter. • Knowledge of current diagnostic and treatment methodologies for breast disease. • Ability to work within a protocol/pathway driven environment. • Understanding of care management. • Excellent problem solving skills. • Excellent organizational skills. • Good communication skills. • Understanding of operational activities, i.e. budget prep, etc. • Knowledge of computer operations. • Ability to anticipate patient needs and take appropriate course of action, using approved guidelines, protocols and pathways. |
| EDUCATION AND EXPERIENCE (Degrees, years in profession) | <ul style="list-style-type: none"> • 5 + years experience working with treatment of breast disease. • 3 years supervisory or leadership experience. • Bachelors degree or equivalent experience. • Graduate of an accredited school of Nursing or other healthcare related field. | <ul style="list-style-type: none"> • 3 years experience working with treatment of breast disease and/or oncology • 3 yrs. supervisory or leadership experience preferred. • Bachelors degree or equivalent experience. • Graduate of an accredited school of Nursing or other healthcare related field |
| CERTIFICATION License, CPA | <ul style="list-style-type: none"> • Current license as Registered Professional in a healthcare related field • CPR certification | <ul style="list-style-type: none"> • Current license as Registered Professional in a healthcare related field • CPR certification |
| Special Job Characteristics (List any features of the working conditions that might require accommodation for an employee. This may include physical or other requirements of the job such as necessary travel, unusual work hours, lifting, climbing and as adverse, hazardous or unpleasant conditions.) | Ability to work with patients in a fast paced environments with established time constraints. Need to be familiar with requirements of sites offering mammography and other radiology procedures. | Ability to work with patients in a fast paced environments with established time constraints. Need to be familiar with requirements of sites offering mammography and other radiology procedures. |