



Cornell Scott-Hill Health Corporation
Practice Administrator

Position Specification

April 2017

The Opportunity

This is an opportunity for an experienced Practice Administrator with an entrepreneurial spirit and vision to help grow sites within one of the premiere community health centers in Connecticut. Responsible for running one of the four main locations of Cornell Scott-Hill Health Center, the Practice Administrator will be an integral partner to an inspiring and motivated leadership team dedicated to providing high quality care to New Haven's underserved communities. This is the opportunity for a strong Practice Administrator to create something that will last a long time and potentially create a platform for industry-wide recognition in community health.

The Organization

Cornell Scott-Hill Health Center (CS-HHC) is a federally qualified community health center established in 1968 as a collaboration between the community and Yale School of Medicine. The first community health center in Connecticut, Cornell Scott-Hill Health Center has a long history of serving New Haven neighborhoods, which are among the most disadvantaged in the state. Today, they stand as a leader and significant provider in community healthcare, offering state-of-the-art integrated care throughout New Haven County. The Mission of Cornell Scott-Hill Health Center is to measurably improve the health and well-being of the communities they serve by providing excellent and compassionate care, accessible to all. For more information, please visit <http://www.cornellscott.org/>.

With a budget of \$60 million, CS-HHC has over 500 employees and serves over 36,000 patients throughout the greater New Haven and Lower Naugatuck Valley areas each year. Today, they have nineteen locations throughout New Haven County including New Haven, West Haven, Ansonia and Derby. They also have five school-based health centers in New Haven and recently opened partner care sites at the Connecticut Mental Health Center and Gateway Community College. With a strong leadership team in place, CS-HHC is financially stable and has been profitable in recent years. They are poised for significant growth over the next three to five years.

A former winner of the Johnson & Johnson Crystal Award, the Cornell Scott-Hill Health Center continues to achieve significant progress in the field of community health. They provide comprehensive primary care, behavioral healthcare and dental services, as well as several special programs. These programs include, but are not limited to:

- Birth-to-Three services for children with developmental delay
- HIV/AIDS education and outreach to at-risk populations
- 29 bed alcohol and drug detoxification program
- 44 bed transitional shelter for homeless men
- Outreach to homeless individuals and families
- Diabetes prevention and education
- Perinatal case management
- School-based health centers
- A child and family guidance clinic

Services and Programs Offered:

Primary Medical Care:

- Adult Medicine
- Dental
- Obstetrics/Gynecology
- Pediatrics

Specialty Medical Care

- Audiology
- Cardiology
- Clinical Pharmacy
- Dermatology
- Ear, Nose and Throat (ENT)
- Eye Clinic (Ophthalmology)
- Gastroenterology
- Infectious Diseases
- Mammography
- Neurology
- Orthopedics
- Perinatal Services
- Podiatry
- Rheumatology
- Speech Pathology
- Urology

Behavioral Health Services

- Adult Mental Health Services
- Child and Family Guidance Clinics
- Early Stimulation/Birth to Three
- Grant Street Partnership (Substance Abuse Treatment)
- South Central Rehabilitation Center (Integrated Treatment Programs)
- Village of POWER (Recovery and Empowerment for Women)

The Position

Reporting to the Director of Operations, the Practice Administrator will be instrumental in the strategic planning and implementation of care delivery models and associated care protocols. Responsible for optimizing operational performance of their clinical practice areas, s/he will plan, coordinate, and lead staff to ensure efficient and effective operations, and achievement of financial targets. The Practice Administrator provides staff with on-site support and guidance to ensure quality patient care and service. This person will oversee the day-to-day direct supervision, management, and operations of the CS-HHC site, including the recruitment and training of staff, and support of their continuous education and professional development.

S/he will be approachable and available to physicians, staff, and patients during business hours. The Practice Administrator will create and monitor systems for timely patient appointments, charge entry, co-pays, accuracy of clinical and business data, and all scheduling of appointments and tests generated in the clinical area. This person will collaborate with clinical leadership to ensure optimal provider productivity. S/he will oversee the flow and distribution of patients, optimizing resources and clinical care in all disciplines.

The Practice Administrator will have the following additional responsibilities:

- Demonstrate innovation in creating operational management techniques that will improve room utilization, access to appointments, patient flow, information flow, and revenue capture.

- Implement clinical practice policies and procedures related to patient scheduling, patient registration and flow, billing and collections, customer service, communication with internal and external customers, human resources and personnel management, HIPAA compliance, and quality and patient safety standards.
- Responsibility for outreach to inform the target population of health care services available at the center. S/he will maintain active contact with community organizations and represent CS-HHC at appropriate meetings when requested.
- Oversight of all practice based activities that support successful accounts receivable outcomes.
- Ensure compliance with all regulatory agency requirements including Joint Commission and standards, laws, and regulations as directed by the regulatory and accrediting organizations.
- Ensure the completion of all credentialing and privileging for site clinicians.
- Generate and analyze a variety of management reports and clinical data.
- Recruit, train, and mentor staff in operational functions ranging from provider/patient relations, patient flow, medical records, appointments, schedules and staff coverage, front desk, billing to cash collections.
- Supervise and evaluate assigned personnel in the performance of their required duties by providing appropriate feedback through fair and accurate performance reviews.
- Assume the responsibility of maintaining up-to-date personnel files and performance evaluations, by maintaining open and consistent communication with Human Resources.
- Maintain site reporting, resource management, and quality assurance as established by the organization and regulatory bodies.
- Provide recommendations on budget regarding clinical department revenues and expenditures.
- Oversee department performance relative to budget and report monthly on variance of budget.
- Engage in performance improvement activities and act as an agent of positive change by looking for and reporting innovative ways to improve operations and increase organizational.

The Candidate

The ideal candidate will be a mission-driven individual with the demeanor, poise and insight to lead and mentor staff. S/he will have a minimum of five years of relevant operational experience in ambulatory care or multi-specialty clinical environments, community health center background is ideal. S/he must hold a Bachelor's Degree in a related field, while a Master's degree is preferred, as is experience working with GE Centricity EHR is preferred. S/he must have strong knowledge of ambulatory health delivery systems and be familiar with concepts of community/public health and managed care.

The new Practice Administrator must have strong organizational skills to manage the effective, timely, and successful completion of short- and long-term objectives with occasionally competing timetables. S/he will have working knowledge of appointment booking, registration, medical records, billing and patient flow systems applicable to health care operations.

Additional skills and attributes include:

- The ability to think and plan strategically
- The ability to multi task and prioritize

- Negotiation and diplomacy experience
- The maturity and judgment to engage in conflict management and resolution
- The ability to consistently build strong working relationships with colleagues
- A practical and pragmatic business sense, leading to strong problem-solving skills
- Politically astute, flexible, and adaptable, anchored by common sense and good judgment
- Possess exceptional staff management and mentoring skills
- Projecting a strong, credible personal presence that will engender confidence among internal staff and providers
- Being action oriented, with the ability to make decisions
- High energy, with the ability to thrive in a fast-paced environment
- Initiative
- Exceptional oral and written communication skills, including public speaking
- Commitment to high standards and continually striving for improvement
- Being both a collaborative team player and an effective team leader

Critical Success Factors

- Development of an operations and implementation plan for the facility growth
- Established relationships in the organization in their site and across the organization and community
- Significant planning for practice and organization growth in future changing healthcare environments
- Lead a team in a dynamic and challenging setting

Compensation

Compensation package will be constructed commensurate with the selected candidate's background and accomplishments. Most significant is the opportunity to assume a key role in an innovative, nationally renowned organization.

For More Information

Referral of networking sources or potential candidates is welcome. Interested parties please send cover letter and resume to CSHHCPracticeAdmin2210@ZurickDavis.com. For additional questions please contact **Priya Heatherley** or **Myranne Janoff** at 781-938-1975. All contact with **ZurickDavis** will remain confidential.

Equal Employment Opportunity

The Cornell Scott Hill Health Center is committed to working with and providing reasonable accommodation to individuals with disabilities. If, because of a medical condition or disability, you need a reasonable accommodation for any part of the application process, or in order to perform the essential function of a position, please send an e-mail to HR@cornellscott.org or call (203) 503-3465.