

## **Job Description | Practice Administrator**

Job Category | Salary, Fulltime

The Quatela Center for Plastic Surgery, which is a thriving, innovative and growing private practice, is seeking an experienced Practice Administrator. The practice has an extensive history of patient excellence and includes three Board Certified Facial Plastic Surgeons and two Board Certified Plastic Surgeons. This practice specializes in facial and breast/body procedures, as well as injectables including Botox, Juvederm, and more.

The ideal candidate must focus on strategy and results coupled with a committed desire to implement and uphold organization and efficiency throughout the practice. Exceptional relationship building ability is necessary.

### **Attributes**

- Bachelor's Degree in healthcare administration, business or a related field is preferred.
- 3 - 5 years' experience in practice management and personnel management is required.

### **Responsibilities**

- Provide strategic analysis for optimizing clinic efficiency and opportunities.
- In conjunction with the physician-owners, lead the execution of their vision for the practice and the continuous improvement opportunities affecting the patient experience.
- Optimize physician efficiency and productivity.
- Strategize new revenue streams.
- Keep an open mind and explore new opportunities and directions.
- Remain goal-oriented and work with physicians to meet and exceed set goals.
- Meet frequently with physicians to measure benchmarks and strategize for growth.
- Hold all members of the clinical team, including physicians, accountable for their responsibilities, achieving goals and role-modeling our Core Values.
- Work and partner with the other functional units of the organization to work toward a collective goal and vision.
- Assist with business planning and the improvement of administrative processes.
- Oversees the daily flow of patient care across clinics as well as the surgery center.
- Develop budgets, approve & monitor expenditures, and perform financial analysis as needed.
- Develop and execute operational and marketing strategies to drive continued growth.
- Provide guidance and improvement opportunities to physician partners.
- Monitor health and patient care practices for compliance in health regulations.
- Ensures staff mandates are completed.
- Oversee the annual staff performance review process.
- Create and implement healthcare service delivery improvement plans.
- Evaluate the results of our Key Performance Indicators (KPIs) to ensure we are on target to achieve our goals.
- Evaluate patient satisfaction on a monthly basis and determine if changes in the Practice are required (may consult with the Patient Consultants).
- Continuously review opportunities to reduce operating expense and improve profitability.

- Interview, create/finalize employment agreement and oversee onboarding activities for new physicians as needed.
- Manage the Practice expansion in Victor.
- Manage all patient issues concerning staff and billing that cannot be resolved with Practice staff.
- Manage the rollout of new surgical and non-surgical procedures (legal consent, pricing, marketing, web updates, etc.).
- Ensures RAS support to the Practice is timely, accurate and meets/exceeds expectations.
- Troubleshoots and solves problems proactively and as they arise.
- Understands and supports patient rights and organizational core values.
- Lead and/or attend meetings as required. Create agendas if needed.
- Provides leadership and supervision to direct reports (Clinical Manager and Patient Consultants), along with all staff as needed.
- Manage all legal needs (consent revisions, patient issues, physician issues, etc.).
- Partner with Clinical Manager on changes to clinic flow, clinic improvements, hiring, staffing issues, patient issues, etc.
- Partner with the IT Manager, Surgery Center Director, and Clinical Manager to complete the HIPAA Gap Assessment.
- Redirect injectable manufacturer eMails accordingly and ensure follow through when needed.
- Share all appropriate Monroe County Medical Society eMails with the physicians and the Clinical Manager.
- Provide backup support to the Clinical Manager (illness, vacation).
- Interfaces with support services peripheral to the Practice including but not limited to Purchasing, Facility Management, Information Technology, Human Resources, Marketing, and Patient Accounting.
- Liaison with outside agencies such as legal, accounting, vendors/suppliers, consultants, insurance companies and government bodies.
- Keep abreast of trends in practice administration and healthcare regulations.
- Attend conferences and workshops to continue to build upon skills as a practice administrator and network with other practices on a national level.
- All duties and responsibilities stated are essential job functions. Staff members may be required to perform additional job-related duties as assigned by management.

### **Requirements**

- Excellent leadership, interpersonal and communication skills.
- In-depth knowledge of applicable healthcare regulations.
- Proficiency in electronic practice and health record management systems.
- Extensive experience in financial management and analysis.
- Exceptional organizational and time-management skills.
- Requires reasoning ability and good independent judgment.
- Requires working with frequent interruptions.
- Highly proficient in the use of Microsoft Office and Outlook.
- Nextech experience is preferred but not required.