GARDNER FAMILY HEALTH NETWORK, INC.
JOB DESCRIPTION

**JOB TITLE:** Clinic Workflow Supervisor

**REPORTS TO:** Clinic Coordinator

**DEPARTMENT:** Medical

**FLSA STATUS:** Non-Exempt

**CLASS:** Non-Union

**FTE:** 1.0

**REVISION DATE:**

**IS THIS A SUPERVISOR/MANAGEMENT POSITION?** Yes

**SUMMARY OF JOB FUNCTION**

The Clinic Workflow Supervisor reports directly to the Clinic Coordinator/Manger, who is responsible for administrative supervision, staff development, and orientation of the employee to the area’s policies and procedures, and department guidelines. The Workflow Clinical Supervisor is responsible for assisting with the smooth day-to-day operations of the clinic, while working to resolve issues in real time with the Front Office, Medical Assistants, Nurses and Physicians. The Workflow Clinical Supervisor will assist in the development and implementation of plans to achieve site productivity and quality goals and objectives, which align with strategic initiatives.

As a team member in the Patient Centered Medical Home initiative, the Clinic Workflow Supervisor collaborates with clinic management, nursing and clerical staff to maintain high standards of patient care with the patient at the center.

**ESSENTIAL JOB FUNCTIONS AND RESPONSIBILITIES:**

- **Patient Flow**
  a. Provides excellent customer service in a sensitive and non-judgmental manner to patients and co-workers.
  b. Evaluates clinic activities to ensure optimal patient care, staff relations and efficiency of services
  c. Maintains patient flow, assisting patients and providers to keep appointments flowing as scheduled
     i. Collaborates with Senior BOC to ensure patient flow from Front Office to Back Office is unhindered
     ii. Oversee back office process ensuring Medical Assistants perform proper vital signs, intake of patients, and point-of-care tests and procedures within their scope of practice
     iii. Remain attuned to efficiency in patient cycle times.
  d. Acts as liaison in an atmosphere of cooperation, teamwork and clear communication between medical and clerical staff. Provide real-time feedback to physician and staff regarding workflow progress
  e. Lead morning and afternoon huddles with Residents and Attendings daily to determine
immediate needs, and implementing real-time solutions.
  f. Tracks visit status throughout the day and helps communicate to patients in order to keep them informed of next steps.
  g. Identifies opportunities for performance improvement and provides feedback for development of solutions.
  h. Responsible for tracking daily operational metrics and helps identify solutions to barriers that impact patient flow through clinic by effectively communicating with clinic management.
  i. Provides continuous support to all individuals involved in patient care by maintaining clinic workflows and collaborating with care teams.

• Clinic Support
  a. Assist with coordination of yearly Pediatric Resident rotation with Stanford faculty, facilitating new Resident Orientation.
  b. Coordinates clinic activities and work assignments of clinical staff.
  c. Collaborates with Clinic Coordinator on scheduling of Nursing and Medical Assistant staff, ensuring adequate staffing patterns.
  d. Reassign daily staffing as needed based on clinic needs and communicate changes to the team, Physicians and Clinic Coordinator.
  e. Perform random checks of exam rooms for cleanliness and patient comfort. Oversee process to ensure exam rooms and equipment are neat and orderly, and adequate supplies are available.
  f. Oversee use of point-of-care equipment, ensures all clinic staff are properly trained on use of equipment. Also ensures assigned staff perform routine Quality Assurance checks, per protocol.

• Supervisory
  Carries out supervisory responsibilities in accordance with the organization’s policies and applicable law. Responsibilities include training of employees for assigned tasks and duties; planning, assigning and directing work; appraising performance; addressing complaints and resolving issues.
   a. Participates in interview process of Medical Assistant staff with the Clinic Coordinator, and interviewing team.
   b. Delegates work assignments to maintain a balance of work load. Matches the responsibility to the person, setting expectations and monitors delegated activities.
   c. Coordinate and facilitate group effort in performing tasks and accomplishing goals and objectives with sustainable results.
   d. Supervise Medical Assistant staff in conjunction with the Clinic Coordinator.
   e. Monitors performance of Medical Assistant staff. Monitors back office operations according to Medical Assistant policies and procedures, and Medical Assistant job descriptions.

• Other duties as assigned by the Clinic Coordinator.
GARDNER FAMILY HEALTH NETWORK, INC.
JOB DESCRIPTION

REQUIREMENTS/QUALIFICATIONS

- Active California RN license or California LVN license (in compliance with Title 22);
- Minimum three years of healthcare work experience;
- Minimum one year supervisory or team lead experience preferred;
- Ability to assume sole and independent responsibility for various assigned projects and tasks;
- Ability to exercise discretion and independent judgment with respect to significant matters;
- Bilingual English – Spanish preferred;
- Proficient in the following Microsoft Office applications, including Outlook, Excel, Pivot, and Word; proficiency with PowerPoint. Previous experience with Electronic Health Record experience preferred;
- Ability to exercise discretion and independent judgment with respect to significant matters;
- Strong interpersonal skills including the ability to work well with people with different backgrounds;
- Strong business acumen and insight into clinical processes;
- Strong organizational, time management skills and attention to detail;
- Strong analytical skills and problem-solving skills with the ability to focus on detail;
- Strong ability to identify potential issues and participate in their resolution;
- Ability to work on several projects and assignments simultaneously;
- Excellent written and verbal communication skills;
- Ability to complete projects with tight deadlines and time constraints;

PHYSICAL DEMANDS

- While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to fingers, handle, or feel objects, tools or controls; reach with hands and arms; balance; stoop, kneel, crouch or crawl; talk or hear.
GARDNER FAMILY HEALTH NETWORK, INC.
JOB DESCRIPTION

• Ability to sit at a desk or computer terminal for 5-7 hours daily.
• The employee must occasionally lift and/or move up to 25 pounds.
• Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.
• Works inside & outside including motor vehicle travel between sites.

Typical Working Conditions

Work is performed in an office environment. Involves frequent contact with staff and the public. Occasional stress from dealing with diverse customers and demands. Contact may involve dealing with angry or upset people. Normal office environment. Occasional evening or weekend work. On-site workplace environment including indoor and outdoor responsibilities. Exposure to cleaning fluids and toxic materials.

EQUAL EMPLOYEMENT OPPORTUNITY:

It is the policy of Gardner Family Health Network, Inc. to provide equal employment opportunity to all people without regard to race, color, ancestry, religious creed, national origin, disability, medical condition, gender, age, sexual orientation or marital status.

THIS JOB DESCRIPTION DOES NOT CONSTITUTE A CONTRACT OF EMPLOYMENT

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** PRINT CLEARLY**

A Meeting to go over the job description was conducted on: _____________________________ (Date)

By: ____________________________________________ (Clinic Coordinator).

A copy of the job description was given to _____________________________________________ (Employee Name)

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