



Our Family Caring For Yours

320 N. 13th St., WaKeeney, Kansas 67672 (785) 743-2182

www.tclmh.org

CAREER OPPORTUNITY

We offer a competitive salary and excellent benefits. Applications are available through the hospital business office or online at our website.

WaKeeney & Ellis Family Care Clinics

PRACTICE'S ADMINISTRATOR

POSITION OVERVIEW

The Clinics Administrator is responsible for the overall administrative and operational coordination of the hospital's two rural clinics. This position provides leadership and oversight to ensure efficient clinic operations, high-quality patient care, regulatory compliance, financial stewardship, provider support, and excellent patient experience. The Clinics Administrator works collaboratively with hospital administration, medical staff, providers, nursing and clinic personnel, and other clinical leaders to establish and maintain effective systems, policies, staffing practices, and performance improvement activities. The Clinics Administrator determines work procedures, develops work schedules, coordinates workflow, assigns responsibilities, and monitors performance for accuracy, efficiency, and compliance with organizational policies and procedures. The position serves as a key liaison between the rural clinics and hospital leadership and ensures the clinics operate in alignment with the mission, goals, and standards of the critical access hospital.

Essential Job Functions

- Ensures clear, concise, current, and accessible clinic policies and procedures are available to staff to promote consistent operations, regulatory compliance, patient safety, and risk reduction.
- Reviews, develops, and recommends modifications, additions, or deletions to clinic policies and procedures as operational needs, regulations, or best practices change.
- Provides administrative leadership and oversight for the hospital's two rural clinics, ensuring operations are organized and responsive to patient and community needs.
- Ensures clinic staff perform their responsibilities in an environment that promotes patient safety, quality care, confidentiality, and the reduction of medical and healthcare errors.
- Participates with Administration, Medical Staff, providers, and clinical leaders in organizational and clinic-level decision-making.
- Works closely with providers to identify and address operational needs and ensure appropriate support for the delivery of patient care.
- Collaborates with facility leaders in developing, implementing, reviewing, revising, and monitoring facility-wide and clinic-specific performance improvement activities.

- Participates in Quality Improvement practices by collecting, reviewing, validating, and reporting operational and clinical data.
- Monitors clinic performance indicators and assists with identifying opportunities for improvement in patient access, quality, productivity, patient satisfaction, and financial performance.
- Promotes effective staffing practices by maximizing available human resources and anticipating personnel needs based on patient volume, provider schedules, projected workload, and clinic operations.
- Develops and maintains appropriate staffing schedules to ensure qualified personnel are available whenever patient care is being provided.
- Coordinates staff scheduling between the two rural clinics and assists with coverage needs during vacancies, leave, increased patient volumes, or other staffing challenges.
- Maintains staffing at an appropriate functional level while effectively utilizing full-time, part-time, PRN, and temporary personnel.
- Assists with recruitment, interviewing, onboarding, training, retention, performance management, and professional development of clinic personnel in collaboration with hospital leadership and Human Resources.
- Promotes a positive work environment that supports teamwork, accountability, communication, professionalism, and employee engagement.
- Organizes clinic operations in a manner that is consistently responsive to patient needs while supporting efficient use of resources.
- Oversees clinic workflows, registration, scheduling, referrals, medical records, billing coordination, supply management, and other administrative functions.
- Works with appropriate departments to promote accurate and timely charge capture, coding, billing, collections, and reimbursement processes.
- Maintains working knowledge of Medicare, Medicaid, and other applicable payer requirements and supports clinic compliance with reimbursement and documentation standards.
- Monitors clinic financial and operational performance and assists with budgeting, expense management, productivity, and resource allocation.
- Produces monthly provider schedules, including Emergency Department coverage as applicable, and coordinates interim locum tenens coverage when necessary.
- Works closely with providers to coordinate clinic schedules, patient access, vacation and leave coverage, and other operational needs.
- Coordinates communication between clinic providers and hospital departments to facilitate continuity of care and efficient patient services.
- Ensures appropriate processes are in place for provider credentialing, privileging, onboarding, and ongoing administrative requirements in collaboration with appropriate hospital departments.
- Supports compliance with applicable federal and state regulations, accreditation requirements, hospital policies, and rural healthcare standards.
- Assists with preparation for surveys, audits, inspections, and regulatory reviews and follows through on identified corrective actions.
- Maintains appropriate confidentiality and security of patient, employee, financial, and organizational information.
- Identifies operational risks and participates in development and implementation of corrective and preventive actions.
- Promotes patient satisfaction and responds appropriately to patient concerns, complaints, and service issues.
- Maintains effective communication with patients, providers, employees, hospital leadership, and community partners.
- Is a motivated, independent individual who can organize workload, establish priorities, and ensure responsibilities are completed appropriately and timely.
- Performs other duties and responsibilities as assigned by hospital leadership.

QUALIFICATIONS

- Bachelor's degree in Business Administration, Healthcare Administration, Nursing, or a related field. Equivalent education and experience may be considered.
- Five or more years of progressively responsible experience in healthcare administration, clinic operations, business office functions, nursing management, or a related healthcare setting.
- Previous supervisory or management experience required.
- Experience working with Medicare and Medicaid and demonstrated understanding of healthcare reimbursement processes.
- Experience working in a physician clinic, rural healthcare, critical access hospital, or similar healthcare environment preferred.

- Demonstrated ability to work collaboratively and effectively with physicians, advanced practice providers, nurses, and multidisciplinary healthcare teams.
- Strong organizational, leadership, problem-solving, and decision-making skills.
- Ability to manage multiple priorities and meet deadlines in a fast-paced healthcare environment.
- Ability to analyze operational and financial information and use data to support decision-making and performance improvement.
- Ability to communicate professionally and effectively with patients, employees, providers, leadership, and external agencies.
- Ability to read, write, and communicate effectively in English.
- Intermediate computer skills with the ability to learn and effectively use electronic health records, practice management systems, scheduling systems, Microsoft Office, and other technology utilized by the organization.
- Demonstrated commitment to patient safety, quality improvement, regulatory compliance, and customer service.
- Must be able to maintain confidentiality and exercise sound judgment when handling sensitive information.
- Experience with provider-based Rural Health Clinics (RHCs), specialty clinics, and revenue cycle management.

Our application must be completed to be considered for this position. Please send application, resume, education, licensure/certifications (if applicable), to Human Resources 320 N. 13th St., WaKeeney, KS 67672. They may also be dropped off at the hospital business office, emailed to hr@tclmh.org or faxed to (785) 743-6317. To request an application by mail or email, please email or call (785) 743-2182. Applications also available on our website: www.tclmh.org

Candidates must be energetic and ambitious, possess strong leadership skills, willing to work as a team, have a positive attitude, friendly, and compassionate toward patients.

TCLMH is an Equal Opportunity Employer (EOE)