

# UCSF Health

## Medical Foundation

### Clinic Supervisor

*UCSF Health Medical Foundation is a multispecialty physician foundation, and an associated clinically integrated network [CIN]. Our primary goal is to foster physician collaboration to deliver the most advanced pediatric care throughout Northern California and beyond. We have Pediatric, Ophthalmology, Adult Medicine, and Women's health clinics located throughout the San Francisco Bay area.*

The Clinic Supervisor is responsible for the operational management and day to day general supervision of his or her assigned Department. The successful supervisor will assume responsibility for ensuring or supporting the delivery of quality patient care to the satisfaction of patients, physicians and staff. The incumbent will remain abreast of financial and growth goals for the department and work closely with the practice director to plan for continued improvement in clinical and financial performance. The Clinic supervisor works collaboratively with Leadership for provision of quality patient care in a multi-ethnic care setting.

### Key Duties

- Works closely with medical staff to make the practice more efficient and effective through application of practice management analysis.
- Assesses methods and processes and recommends ways to improve efficiency and effectiveness.
- Confirms practice has properly trained staff in sufficient numbers to provide effective and efficient staff coverage at all times, including back up plans for sick leave and vacation. Not limited to outreach to float pool or personally working the floor.
- Ensures staff is prioritizing work appropriately.
- Manages time reporting and scheduling, include reviews and approval of department staff timecards, using timekeeping system, and approves all employee PTO requests.
- Recruits, interviews, and selects high quality candidates, and trains new staff members.
- Evaluates and identifies clinical staff development needs.
- Identifies and addresses performance and behavioral problems of staff, counsels and disciplines according to policy on corrective action.
- Conducts monthly staff meetings and weekly huddles in an effort to orient staff to changing policies, procedures, and workflows.
- Maintains effective and consistent communication with staff, physicians, patient's families and vendors.
- Promotes Press Ganey survey participation, encourages patient engagement in providing feedback, and collaborates with staff to improve scores through service excellence practices.
- Oversee clinic performance on MIPS quality metrics, including monitoring performance data, coordinating improvement initiatives, and ensuring timely and accurate reporting.
- Collaborates with providers and staff to optimize documentation and workflows in EPIC to support MIPS quality measures, population health initiatives, regulatory compliance, and accurate revenue cycle processes.
- Ensures staff are trained and proficient in EPIC workflows, including charting, scheduling, encounter workflows, referral management, and in basket processing.
- Works with leadership to review EPIC reports and dashboards to identify trends, performance gaps, and operational opportunities.
- Maintains efficient knowledge of front and back office and stays abreast of workflow and procedural

changes.

- Maintains sufficient supplies of DME, vaccines and stationary to efficiently run daily.
- Holds self and peers to UHMF's; Code of Conduct, Citizenship Mission and Values.

### **Requirements Education/License:**

Bachelor's Degree, or Associate Degree and 5 years of relevant experience preferred.

### **Knowledge:**

- Strong clinic operations and leadership skills required.
- Human resources and financial, management processes and procedures required to effectively plan, organize and coordinate ambulatory care.
- Organizational and planning techniques used to manage assigned areas.
- Medical terminology, clinical and administrative skill, procedures, equipment, and facilities.
- Maintains efficient knowledge of front and back office and stays abreast of workflow and procedural changes.
- Federal, state, and local laws, ordinances, rules, and regulations relating to the management and operations of physician practices.
- Microsoft office products.

### **Experience:**

- Supervisory experience in relevant area for assigned department/care center.

### **License:**

- High school diploma or equivalent.
- Graduate from an accredited or approved Medical Assistant program and can provide a diploma.
- Maintain CCMA, or obtain within 3 months of hire.
- Current CPR with AED and First Aid for Adult/Child/Infant or obtain within 3 months of hire.

### **Additional Information:**

The essential functions listed are typical examples of work performed in this job classification. They are not designed to contain or be interpreted as a comprehensive inventory of all duties, tasks, and responsibilities. This position may also perform other duties as assigned.

We offer a competitive benefits package including a very generous 401(k) and Paid Time Off (PTO) plans.

**Salary \$36-\$38 per hour**

### ***Equal Employment Opportunity***

*UCSF Health Medical Foundation is an equal opportunity employer. In accordance with applicable law, we prohibit discrimination against any applicant or employee based on any legally-recognized basis, including, but not limited to: veteran status, uniformed service member status, race, color; religion, sex, sexual orientation, gender identity, age (40 and over), pregnancy (including childbirth, lactation and related medical conditions), national origin or ancestry, citizenship status, physical or mental disability, genetic information (including testing and characteristics) or any other consideration protected by federal, state or local law. Qualified candidates with criminal histories will be considered. Our commitment to equal opportunity employment applies to all persons involved in our operations and prohibits unlawful discrimination by any employee, including supervisors and co-workers.*