



Robert C. Byrd Clinic

Quality Healthcare... Close to Home

1464 Jefferson Street N - Lewisburg, WV 24901-1380 | LEWISBURG OFFICE

356 Nicholas Street - Rupert, WV 25984 | RUPERT OFFICE

1.800.870.5822 / 304.645.3220

Position Title: Chief Executive Officer
Reports To: Robert C. Byrd Clinic Board of Directors

Summary:

As the Chief Executive Officer (CEO), this position is responsible for overseeing the entire operation of the Clinic to ensure smooth and efficient functioning of the office including but not limited to the following responsibilities: employee training and supervision of all support personnel, appoints supervisors and delegates authority and responsibility when and where need is indicated; performance evaluations; implements company policies and procedures and all Clinic activities except those directly involving professional medical judgment. The CEO will be directly responsible for administrative services, finances, financial planning, accounting practices, patient business services, nursing services, professional support services and other support services.

Preferred Qualifications:

Formal training indicated by a Bachelor's Degree in a related field from an accredited college or university. An advanced degree in health care administration, business, or financial operations is desirable. Successful candidate must have a minimum of five (5) years experience in the health care administration field with supervisory experience. Experience with different types of clinics including Academic, Rural Health Clinics, Federal Qualified Health Centers, and Community Based health Centers is desirable. Experience should include managing physician practice plans, supervising medical staff, accounting, billing, collections, and human resource management. Ability to communicate effectively and ability to work compatibly with physicians and other staff members. Must possess and practice effective leadership skills.

Critical Qualifications:

Visionary leader
Strategic business planner
Excellent manager
Experience in budget preparation and control
Experience with clinic or hospital, policies and procedures, medical staff bylaws, and Joint Commission standards relating to medical staff and quality assurance

Situational awareness and political astuteness
Ability to be spokesperson/public face of the organization
Experience working with and guiding the activities of a Board of Directors
Strong interpersonal communication and collaboration skills



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Mental/Physical Requirements: Must possess articulate speech, ability to sit/walk/stand for up to eight hours/day, and the ability to work at a computer terminal up to eight hours/day. Physical abilities may be required for longer than eight hours/day depending on workload requirements. Valid driver's license required as travel including overnight travel is required.

Equipment Operated: Standard office equipment including computers, fax machines, copiers, printers, telephones, etc. Must be proficient in use of Microsoft Word, Excel, and PowerPoint; Adobe Acrobat, and have an understanding of EHR and accounting software systems.

Work Environment: Position is in a well-lighted office environment. Not all activities of this position occur within the confines of an 8:00-5:00 schedule and will require regular evening and weekend scheduling.

The following list is intended to describe the general nature and level of work performed. It is not intended to serve as an exhaustive list of all duties, skills, and responsibilities required of the individual in this position.

Position Duties & Responsibilities

- 1) Responsible for the maintenance of all professional standards and procedures as delineated by the Board of Directors.
- 2) Seek, receive and utilize the advice, assistance, consultation and guidance of Board Chair to make intelligent decisions.
- 3) Continuously review all factors affecting the cost of administration and the operation of the Clinic. Take necessary corrective action to keep costs commensurate with the Clinic's objectives or recommend appropriate action to the governing body.
- 4) Direct the program of benefits for physicians and employees approved by the Board of Directors.
- 5) Take all necessary and responsible precautions to protect Clinic money and property against loss or waste through negligence or dishonesty.
- 6) The Executive Director shall present reports to the Board of Directors or requests from time to time on the various phases of Clinic operation. He/she shall initiate reports to the Board of Directors setting forth recommendations on planning, policy, organization, control and such other details of Clinic operation which may be necessary or desirable for continuity in the organization.
- 7) Serves as the Clinic's Compliance Officer ensuring that complaints are investigated, documented and resolved in accordance with operating procedures, and applicable federal, state and local laws.



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A. ADMINISTRATIVE SERVICES

- 1) To meet regularly with leadership team to inform them of needs, developments and receive reports from them regarding the operation of their departments.
- 2) To meet at least quarterly with general staff to report to them on the group activities, and to receive feedback from employees to be acted upon or communicated to the Board of Directors.
- 3) To act as liaison with WVSOM General Counsel and CPA to ensure compliance with appropriate laws and tax regulations.
- 4) To review contracts and commitments with General Counsel.
- 5) To maintain and update all employment contracts for employee physicians.
- 6) To maintain appropriate malpractice insurance for the members of the group.
- 7) Continues improving the programs, policies, practices and processes associated with supporting the achievement of strategic, operational, and Clinic objectives and in accordance with federal, state, and local regulatory requirements.
- 8) Maintain and compile statistics when necessary or upon request by the Board of Directors.
- 9) Assist in the orientation of new physicians by explaining corporate structure, physician compensation, and benefits.
- 10) Serve as the liaison and primary channel of communication for official communications between the Board of Directors and the employees.
- 11) Provide for such representation and involvement as is deemed appropriate and necessary in national, state, and local associations, planning agencies, consumer groups and related health agencies or groups.
- 12) Facility Maintenance
 - a) Ensures that the Clinic is cleaned and repaired as needed.
 - b) Structure utilization of office space for efficiency.
 - c) Responsible to the Board of Directors for ensuring that adequate insurance coverage is maintained by the Clinic in order to protect the Clinic in the event of legal proceedings, fire, theft, and property damage.
- 13) Personnel Administration
 - a) Review or handle the hiring, firing, training and promotions of all non-physician personnel in coordination with HR.
 - b) Ensure that methods and reporting systems for reviewing, evaluation and recording employee performances.
 - c) Appoint supervisors and delegate authority and responsibility when and where need is indicated.
 - d) Is available to medical and other staff for suggestions and ideas, consult and act as liaison between staff.
 - e) Periodically review the supervisors' reports of each employee and make recommendations to the Board of Directors.



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- f) Approve training and development program recommendations for support staff.
- g) Assist in evaluating job workloads to ensure equitable distribution and to determine whether reduction or additions in personnel are necessary.
- h) Support and supervise Clinic financial status, on a daily basis, through close working relations with Billing Supervisor.

B. FINANCE

- 1) Interacts with Clinic Board of Directors and Clinic management staff in developing the strategic plan and its financial planning component.
- 2) Oversees and directs budgeting, audit, tax, accounting, purchasing, long-range forecasting, and insurance activities for the organization.
- 3) Evaluates the organization's financial position and issues periodic reports on the organization's financial stability, liquidity, and growth.
- 4) Develops and implements financial policies and procedures and ensures compliance.
- 5) Assures implementation of internal controls and generally accepted accounting procedures.
- 6) Supervises the analysis of costs and makes rate recommendations to ensure appropriate income/cash flow.
- 7) Oversees and directs the preparation and issuance of the organization's annual tax and other reports. Prepares or reviews monthly financial statements for Board of Directors and other reports as requested.
- 8) The Executive Director will conduct the financial operation of the Clinic so as to meet all current operating expenses, provide for debt retirement, new equipment, and the maintenance of the Clinic facilities.
- 9) The Executive Director will monitor fees for specific services and relationships to costs.
- 10) Will establish fee schedules and salary ranges to be approved by the Board of Directors.
- 11) Monitor the status of accounts receivable with the billing supervisor. Develop and follow up on credit and collection policies. When appropriate, personally interview patients relative to their accounts.
- 12) Prepare and present annual operating budget.

C. PATIENT BUSINESS SERVICES

- 1) Is available for discussion with patients regarding their problems with Clinic services, professional and non-professional.
- 2) Minimal access to chart information necessary to carry out job responsibilities.



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D. CLINICAL SUPPORT STAFF

- 1) Assists and advises in review and development of clinical support staff.

E. PROFESSIONAL SUPPORT SERVICES

- 1) Corporate management structure
 - a) Monitor effectiveness of communications system.
 - b) Assist and advise all management staff in developing Department protocols.
- 2) State and Federal
 - a) Satisfy all state and federal regulations.
 - b) Interpret, implement and monitor periodic billing changes as mandated by various governmental programs.
- 3) Community
 - a) Develop and refine patient information publications and web page.
 - b) Determine patient reaction and opinions of Clinic services and facilities.
 - c) Represent the Clinic in local, state and national organizations relating to health care delivery; i.e. Medical Group Management Association.
 - d) Attend workshops to enhance management skills and stay abreast of changing technology as related the health care delivery.

F. OTHER SUPPORT SERVICES

- 1) Financial Institutions
Maintain good communications with and provide proper financial data to obtain loans or lease agreements.
- 2) Professional (related to Practice management)
 - a) Medical Group Management Association (MGMA).
 - b) Publications and Periodicals: Read publications and periodicals published specifically for health care industry and general business.
- 3) Relationship with individual Clinic physicians
 - a) Establish rapport with individual physicians for open communication.
 - b) Maintain relationships in a manner so that physicians feel comfortable in speaking to manager in confidence.
 - c) Contribute to resolving inter- and intra-departmental problems.
 - d) Assist and supervise the management staff members in scheduling time to attend professional and educational meetings in order to keep up-to-date in their field. May also on occasion schedule on-site educational activities.



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Application:

Interested candidates are encouraged to contact Leslie Bicksler, WVSOM Vice President of Human Resources at lbicksler@osteovwsom.edu or (304) 647-6279 for more information. Applicants can also apply online at <https://www.wvsom.edu/employment>

Applications are confidential, and references will not be contacted without notifying the applicant. The search committee will begin review of applications immediately upon receipt and the position will remain posted until filled.

Community:

Lewisburg – with population less than 4,000 – is proof that a small town in a rural community can be a delightful place to live and work, with low crime rates, friendly people, live theater, fine dining, and exceptional outdoor activities, including near-by hiking, caving, skiing and white-water rafting. Greenbrier County has an estimated 35,000 in population.

The Robert C. Byrd Clinic is an equal opportunity employer and is committed to enhancing diversity among its staff.