



**HEALTH CARE FOR THE**  
*whole* **BODY, DESIGNED**  
*FOR every* **BODY.**

**POSITION:** Clinic Manager

**Mission**

To provide individualized, choice-based healthcare that respects the power of personal connection.

**Vision**

Blue Mountain Clinic provides patient-centered, family practice and primary care services to the local community through a choice-based perspective. We believe that choices in any health care decision should be met with dignity in a supportive environment.

**JOB SUMMARY:** The Clinic Manager (CM) is responsible for health center operations, workforce management and clinical performance of the Blue Mountain Clinic (BMC). The CM ensures that all team members offer excellent and responsive patient centered care. The CM is responsible for overall performance of the health center and must adhere to the budget and operational plan for BMC. CM responsibilities include all day-to-day activities including facility and security issues, information technology and clinical informatics, and all other issues that arise. The CM is an advocate in implementing our mission to provide individualized, choice-based healthcare that respects the power of personal connection.

Blue Mountain Clinic serves the health needs of Western Montana and regional clients including reproductive choice. In order to provide those services, financial viability is required. The vast majority of income comes from day to day clinical operations. It is therefore imperative that BMC be operated efficiently and productively.

The Clinic Manager will report directly to Management Consultants who will provide general oversight, financial analysis and advice, and be a resource for questions and approaches to management of BMC. Depending on CM qualifications, experience, and abilities these oversight responsibilities may be modified.

Salary Range: \$45,000-\$65,000 annually

**ESSENTIAL FUNCTIONS AND RESPONSIBILITIES:**

**Operations**



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Meet or exceed BMC goals regarding number of patients served, number of patient visits, patient waiting time, patients/hour, productivity, appointment show rate, and patient satisfaction.

Monitor and track patient volume, capacity and productivity.

Routinely review and analyze reports of service visits, budgets, billing, finances and other performance measurements. Provide feedback and take corrective action as needed.

Maintain direct control over and accountability for inventories, purchases, supplies and petty cash.

Responsible for BMC to be adequately supplied and for all equipment to be in working order.

Maintain adequate staffing levels and create appointment schedule templates that meet patient demand.

Using daily huddles and meetings with health center team members, obtain a thorough understanding of operational and workforce issues and address these issues in a timely and effective manner – both day-to-day issues as well as long term issues.

Effectively handle all patient complaints in timely manner.

Periodically meet with BMC Board and maintain an active communication with Board governance committee.

Perform other duties as assigned to support operations.

### **Workforce Management**

Effectively lead and motivate a successful team.

Foster and maintain a positive work environment.

Encourage innovation and creative thinking to find solutions and opportunities to better serve patients.

Develop, coach and train staff in building a patient focused team that is responsive to the needs of patients and team members. Coach team members in day-to-day health center processes and encourage the development of skills relating to workflow processes.

Assure that all staff is proficient in use of the electronic health record and practice management system.

Assure staff is compliant with all medical, finance and HR policies and procedures.

Set clear standards and expectations for a patient focused team approach to patient care delivery and hold employees accountable.

Provide continuous feedback to staff and proactively address employee concerns/problems as they arise.

Conduct performance appraisals and on-boarding reviews for new employees.

Document all performance and/or behavior discussions.

Interview, hire and train BMC staff.



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### **Clinical Performance**

Ensure policies and processes are in place and being followed for excellent clinical care as well as patient and staff safety.

Complete all responsibilities according to established protocols, policies and standard practices in the areas of customer service, quality assurance and regulatory compliance programs such as HIPAA (Health Information Portability & Accountability Act), OSHA (Occupational Safety & Health Act).

Plan and implement new programs and services as needed

### **STANDARD REQUIREMENTS**

Understands and works together as a team to develop and maintain productivity goals that ensure long term financial success of BMC.

- Understands the financial aspects of the business and maintains focus on cost effectiveness and ultimately stewardship.
- Supports, cooperates with, and implements specific procedures and programs for: safety and security, confidentiality, quality assurance, compliance with current laws and regulations including HIPAA and mandated reporting, and training.
- Supports and participates in:
  - o Common teamwork; Cooperates and works together with all co-workers.
  - o Uses tactful, appropriate communications in sensitive and emotional situations demonstrating compassion, empathy and dignity for all.
  - o Follows up as appropriate with co-workers and patients regarding reported complaints, problems and concerns.
  - o Maintains appropriate medical, professional, and business insurance and manages BMC involvement with any legal proceedings.
  - o Promotes positive public image and relations of BMC.
  - o Completes requirements for acceptable attendance and timeliness to work, uniform and dress codes including personal hygiene.
  - o Performs other work duties as assigned.
- Creates and fosters an environment focused on excellence in customer service and patient centered care:
  - o Is culturally and linguistically competent and respectful.  
Committed to delivering high quality service.
  - o Understands, anticipates and responds effectively to patient/customer and internal colleagues needs and priorities.



Takes action to restore patient/customer and internal colleague satisfaction.  
Collaborates with others to take action to implement long-term solutions.

## QUALIFICATIONS

- Bachelor's degree
- Minimum of 3- 5 years of on-site management in a healthcare setting
- Prior experience in and knowledge of family planning and reproductive health care management preferred
- Excellent leadership, organizational, supervisory, and healthcare finance management skills
- Ability to effectively motivate a diverse staff
- Ability to effectively lead and work as a team member
- Computer skills including knowledge of clinic management software, electronic communications and use of management information systems as a management tool
- Willingness to participate in all levels of operations to assure maximal performance of the health center
- Ability to work a flexible schedule including occasional evenings and weekends
- Valid MT driver's license, access to personal transportation and proof of automotive insurance
- Commitment to mission and vision of BMC

Blue Mountain Clinic is a mission-driven 501(c)3 non-profit corporation organized in the state of Montana and is governed by a volunteer board of directors. Located at 610 N California Street in Missoula, MT, we are the only independent, non-government funded primary and family medicine clinic in the United States that has fully integrated family medicine, mental health counseling, abortion care, and comprehensive trans\* care into our daily practice. We are not subsidized by any government money, are not a title X organization and do not offer a sliding fee scale for services. Because of this we are not eligible for many programs that offer amenities such as discounted birth control, sliding scales and large government grants. While such programs can be beneficial, we have



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always held the belief that we do not want federal regulations to influence how we care for our patients. This status does allow us to have complete autonomy in how we provide care while staying committed to our mission.

BMC directly impacts the lives of over 10,000 patients per year who access a wide range of health services within our choice-based, primary medicine model. This is evidenced by the fact that 25% of our clients are traveling 100 miles or more to receive care at BMC. Since 2013 the demand for our care has increased by almost 30%. Blue Mountain Clinic is called upon daily by those who need care for their families, at an ever-increasing rate. This is a direct reflection of changes in our current healthcare environment; expanded services at BMC, lack of access due to clinic closures both in our region, and across the state, the retirement of several local family medicine doctors, anti-choice legislation, and most recently the expansion of Medicaid programs in Montana.

In addition to our primary and reproductive care clients, we have been providing care to transgender patients throughout the Northern Rockies for over 16 years. In 2012, after receiving a grant from the Pride Foundation, we further strengthened our Trans\* care through training, advocacy and marketing. Because of these trainings we have more than quadrupled the number of trans\* identified patients we care for ranging in age from 9 to 72 years old.