



Steward Medical Group Job Description

TITLE: Director of Operations (Anesthesia)	JOB CODE: CCM-
DEPARTMENT: Operations	FLSA STATUS: Exempt
REPORTS TO: SVP, Practice Management	DATE: 6/2018

POSITION SUMMARY:

(Briefly describe the overall purpose of this position - Why does it exist and how does it contribute to the overall organization?)

Reporting to the SVP of Practice Management for Steward Medical Group, the Director of Operations for the Anesthesia service line will possess administrative oversight of multiple SMG Anesthesia practice locations. The Director of Operations duties include, but are not limited to, practice acquisitions, provider onboarding, physician compensation modeling, staff modeling, and revenue cycle oversight. This is a highly visible administrative role which will partner with the Anesthesia Physician Service Line Leader, multiple Physician Site Leaders, and both hospital and medical group administrators. The Director will be charged with continuing to identify areas in need of process improvement and will develop and manage implementation plans around such activities as they relate to practice management and operations, including Core and National expansion business development.

KEY RESPONSIBILITIES:

(Use bullets for specific responsibilities)

- Leadership
 - Provide administrative leadership to the Anesthesiology service line.
 - Partner with the Anesthesiology Service Line Leader on all aspects of managing the service line.
- Project Management
 - Oversees daily management of all assigned projects and responsible for ensuring timely and thorough completion, communication about barriers/solutions and resources needs. Makes process and/or organization structure suggestions for improvements and changes as needed.
 - Development of new policies and procedures in preparation of project implementation
 - Works with COO, VPs of Practice Mgmt, Site Directors/Managers, and Manager of Training and Development to identify areas of focus and develop training material and plans as needed.
 - Leads operational task forces.
 - Identifies and develops action plans for new process improvement projects.
- New Practice Acquisition
 - Builds business plans and financial justifications to acquire new anesthesiology practices.
 - Work closely with Physician Services, Revenue Cycle, and Operational support teams to onboard new practices and providers.
- Finance
 - Responsible for building annual budgets through a zero-based budgeting model.
 - Reports out on monthly variances and creates action plans to get the practice back on budget if there are any negative variances.
 - Works with the accounting team to ensure that all expenses are being coded appropriately.
 - Processes provider CME requests for reimbursement.
 - Manages the relationship with a third party billing vendor to ensure that the vendor is maximizing collections on the medical group's behalf.
- Operations
 - Ensure that all providers throughout the service line have completed their annual education.
 - Works closely with IT to ensure that all providers have access to all of the systems and technology in order to be successful in their roles.
 - Collaborates with HR on getting offer letters out to CRNAs as well as working with Physician Services on getting employment agreements out to physicians

REQUIRED KNOWLEDGE & SKILLS:

(Examples: Ability to work independently and take initiative; Good judgment and problem solving skills; Communication skills; Interpersonal and organizational skills; Level of confidentiality)

- Working knowledge and understanding of all rules, regulations, policies and procedures with regard to enrollment and billing with the third party payors.
- Ability to work well with all levels of personnel.
- Ability to prioritize and manage several projects with demanding work loads.
- Ability to communicate effectively, both orally and in writing.
- Ability to identify problems in the regulatory, licensing, credentialing and enrollment arena and perform research, prepare reports, and summarize based upon research data.
- Ability to make policy and procedural decisions and judgments.
- Proven ability to maintain sensitive and confidential information.
- Excellent analytic and problem solving skills.
- Ability to work independently.
- Must be willing to travel across Massachusetts and Rhode Island on a regular basis – Home office will be in Watertown but frequent travel will be required to Methuen, Taunton, and Fall River, MA as well as Providence, Rhode Island.
- Capacity to deal with several critical events simultaneously. Ability to analyze a situation and provide viable solutions and alternatives. Ability to see in immediate and future desired states. Ability to manage a variety and complex assortment of projects simultaneously and working with mgrs./directors/executives at all levels of organization.

EDUCATION/EXPERIENCE/LICENSURE/TECHNICAL/OTHER:

- **Minimum Education:** Bachelor's degree or equivalent amount of education and experience. Master's degree preferred.
- **Minimum Experience:** 5 to 7 years or progressive work experience in a multispecialty physician group model with proven project management success. Practice management or health care operations experience required. Experience managing an Anesthesiology practice is a plus.

Disclaimer: The above information on this description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job.