

## PROGRAM ADMINISTRATOR (HOSPITAL ADMINISTRATION)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this class is responsible for the operation of hospital-wide or specific patient services in an assigned division, in compliance with regulations, procedures and practices. Responsibility also involves performing and implementing all administrative functions in the assigned area and coordinating these activities with other Medical Center divisions to achieve the optimum level of health care delivery to patients. This involves familiarity with the total operation of a large hospital and the functions of its various divisions. This position differs from the Program Specialist (Hospital Administration) classification by virtue of the size, complexity and scope of the assigned program, service area or division. Supervision is exercised over a number of technical, para-professional and clerical support personnel assigned to the division. Does related work as required.

### EXAMPLES OF WORK: (Illustrative Only)

Performs various administrative tasks to ensure the optimum delivery of patient services in an assigned hospital division, providing supportive services to the Division Director and professional staff in all non-clinical areas;

Monitors services provided by assigned hospital division(s) and prepares reports following the format or guidelines required by regulatory agencies or hospital management, including admissions, registrations, scheduling, transportation, medical records, billing, etc.;

Implements effective case management procedures, including the coordination of the in-patient and out-patient services of the Division, as well as those involving other hospital divisions, medical college staff and community agencies;

Maintains effective liaison with appropriate regulatory agencies to ensure compliance and implementation of all regulations affecting patient services delivered by the Division;

Establishes procedures to ensure the completeness, accuracy and confidentiality of the medical records of patients, and coordinates recordkeeping activities with the Medical Records Division and Patient Accounts;

Investigates and reports on patient, visitor and employee complaints, resolves problems with families, operational staff, clinical staff and outside agencies;

Analyzes current hospital procedures related to the area of assignment and formulates plans for improved methods;

Designs and monitors procedures to ensure accurate documentation and tracking of the utilization of patient services, referrals and follow-up services;

Develops more effective systems of handling clerical details in the processing of hospital and regulatory forms and in the preparation of reports;

EXAMPLES OF WORK: (Cont'd.)

Maintains data on the utilization of medical and office supplies and equipment and prepares annual division budget to ensure adequate funding of needed staffing and equipment for the most cost effective operation of the assigned division(s);

Investigates advisability, in terms of cost effectiveness, of utilizing private services in lieu of hospital operated ones, and participates in the preparation and monitoring of contractual services;

Makes recommendations for operating costs, distribution of personnel, staffing requirements, and work schedules within division of assignment;

Assists division head in assembling data relative to specific problem and operational areas;

Interprets and transmits hospital-wide policy, regulatory and reimbursement requirements to division staff members, and maintains policy and procedure manual for the division;

Acts as liaison between Division Head and other division staff as assigned;

Attends meetings, seminars and conferences related to the activities of the hospital;

Accesses protected health information (PHI) in accordance with departmental assignments and guidelines defining levels of access (i.e. incidental vs. extensive);

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments;

May perform other incidental tasks, as needed.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of hospital routine and administrative methods; knowledge of the regulations and codes of the Joint Commission on the Accreditation of Hospitals (JCAHO) and State Health Department as they relate to a health care institution; knowledge of the operational organization of a large hospital and the functions of its various divisions; knowledge of administrative reporting and control procedures; ability to communicate effectively both orally and in writing; ability to establish and maintain effective working relationships with professional medical, technical, managerial, clerical, and unskilled personnel; ability to coordinate, plan and supervise the work of staff; ability to assemble data and prepare evaluation reports; ability to effectively use computer applications such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments; ability to read, write, speak, understand, and communicate in English sufficiently to perform the essential duties of the position; sound and mature judgment; flexibility; resourcefulness; initiative; tact; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: A Bachelor's Degree\* and four years of experience where the primary function of the position was staff, administrative or management experience, two of which must have been in a hospital or health related facility.

SUBSTITUTION: Satisfactory completion of 30 credits\* towards a Master's Degree in Hospital Administration, Public Health, or Business or Public Administration may be substituted for one year of the general staff, administrative or management experience.

NOTE: Unless otherwise noted, only experience gained after attaining the minimum education level indicated in the minimum qualifications will be considered in evaluating experience.

\*SPECIAL NOTE: Education beyond the secondary level must be from an institution recognized or accredited by the Board of Regents of the New York State Education Department as a post-secondary, degree-granting institution.