

## PROGRAM ADMINISTRATOR (PATIENT CARE SERVICES)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this class is responsible for directing and coordinating the administration of the Behavioral Health Center at the Westchester County Medical Center. Responsibilities include coordinating and reviewing all constituent components to ensure the optimum delivery of patient services, and providing supportive services to the Medical Director and professional staff in all the related clinics at the Center. This position is also responsible for identifying potential or existing risks or liabilities relating to the respective programs and making appropriate recommendations as needed. Supervision is exercised over technical, paraprofessional and clerical staff. Does related work as required.

### EXAMPLES OF WORK: (Illustrative Only)

Participates in the formulation of policies and procedures for the Behavioral Health Center at Westchester Medical Center and implements approved hospital policies;

Maintains administrative responsibility and develops operational systems which ensure the optimum utilization of Center facilities and the effectiveness of related programs and activities including diagnostic, treatment, and preventive programs;

Provides administrative support services to the Medical Director and other professional staff in the various clinics in the Behavioral Health Center, i.e. Neurology, endocrinology, ophthalmology, cardiology, hypertension, dermatology, urology, psychiatry, podiatry, behavioral, etc.;

Works with clinical staff to make the Center more responsive to the needs of the community;

Strengthens existing clinical and administrative activities relating to respective services, and establishes and implements procedures, to enhance quality and promote overall effectiveness of the Center, recommends changes in organization and procedures as needed;

Conducts program reviews for quality assurance control, such as the review of clinical schedules and patient charts to ensure the timely scheduling of initial and follow-up appointments, to increase efficiency and effectiveness of services;

Develops ongoing relationships with community agencies, hospitals and institutions to promote their involvement in the Center and informs both the professional community and the public at large of the programs and activities available through the Center in order to maintain and improve the quality of life and quality of care provided to patients;

Administratively responsible for assuring that the assigned services are in compliance with all standards and regulations set forth by the Joint Commission on the Accreditation of Hospitals and New York State Department of Health;

Implements and monitors the Center's services to minimize risks of loss and recommends corrective or preventive measures where necessary;

EXAMPLES OF WORK: (Illustrative Only) (CON'T.)

Identifies causes of clinical incidents relating to care and implements medical procedures to promote safety and reduce risk;

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

Develops, implements and monitors statistical reporting systems and procedures that generate data on the utilization of the Center to assure the financial viability of clinic services;

Prepares reports and maintains adequate records and files on the activities of the Center as required;

Supervises subordinate staff, assigns, reviews and approves work, provides training, conducts performance evaluations, approves time and leave requests, etc.;

Monitors and tracks time off requests for a number of providers and ancillary staff and ensures appropriate coverage is arranged;

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

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May perform other incidental tasks, as needed;

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

Attends meetings, conferences and seminars as required.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Thorough knowledge of the principles and practices of hospital administration, and development, coordination and delivery of medical services; thorough knowledge of the regulations and codes of the Joint Commission on the Accreditation of Hospitals and the New York State Department of Health; good knowledge of administrative reporting and control procedures; knowledge of risk management issues in a hospital or health delivery setting; ability to deal effectively with lay and professional persons and gain their support and cooperation; ability to establish and maintain effective working relationships with a wide range of professional, administrative, technical and clerical staff; ability to communicate effectively both orally and in writing; ability to coordinate, plan and supervise the work of staff; ability to read, write, speak, understand, and communicate in English sufficiently to perform the essential duties of the position; sound and mature professional judgement; resourcefulness; initiative; tact; physical condition commensurate with the demands of the position.

DESIRED TRAINING AND EXPERIENCE: A Bachelor's Degree\* and three years of management/administrative experience in a hospital or health care facility/agency.

SUBSTITUTION: Satisfactory completion of a Master's Degree\* in Health Care, Hospital, Business or Public Administration may be substituted for one year of the above stated 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.