

Job Description

Title: Division Chief Operating Officer Emergency Medicine

OVERVIEW

In service to our patients, providers, and client hospitals, consistent with the Mission, Vision, goals and objectives of SG, the Division COO will provide leadership, management, and direction of all Emergency Department Management resources and personnel assigned to or made available to the Division working under the direction and support of the Division President. The responsibilities as outlined below shall be more specifically expanded and refined in accordance with those goals and objectives routinely established by SG Corporate and additionally, by virtue of and commensurate with the terms, conditions, obligations assumed by SG in the Contract of services to be provided to our Client Hospitals.

SPECIFIC DUTIES AND RESPONSIBILITIES:

A. Maintains an appropriate balance of focus, prioritization, and effective effort toward the following areas critical to the success of SG:

1. Patient Care

- a. Patient Satisfaction;
- b. ED Provider team development and performance management;
- c. ED operational excellence;
- d. Risk Management;
- e. Benchmarking;

2. Service

- Foster and support of client goals;
 - Contribute to SG's position as a leader in the field of Emergency Medicine Management;
 - Develop and maintain highly effective partnership relationships with client representatives;
 - Attention to and participation in Hospital process improvement initiatives;
 - Establishment of shared goals with physicians and Hospital client representatives;
 - Proactive in any and all problem avoidance initiatives;
 - Participation in client consulting initiatives;

3. Business

- Effective financial management, accountability, and successful performance in the meeting assigned Company goals and objectives for the Division;
 - Cooperative, effective, and timely communication with Corporate representatives;
 - Participation and/or leadership in SG process improvement initiatives;
 - Support and participation in Information Technology initiatives;

- Pursue positive Industry relationships;
 - Effective collaboration with Employer's new business development team.

B. Provide effective leadership and management necessary insure the optimal performance of those regions assigned to the Division. The characteristics of a high performing Schumacher Group Region (which shall be the basis of all performance evaluations) are as follows:

- Division meets/exceeds assigned EBITDA goals;
 - EM Contract Operating margins within budget;
 - General and administrative expenses within budget;
 - Client Satisfaction meets or exceeds Company goals;
 - Contract Retention meets or exceeds Company goals;
 - Effective and efficient provider scheduling practices/procedures and performing within established performance benchmarks;
 - Fully staffed ED provider groups, each with an established high performing Medical Director;
 - Dashboard Completion meets or exceeds Company requirements;
 - Dashboard Quality Score meet or exceeds established performance benchmarks;
 - Effective, efficient, and timely Physician Orientation & Attestation practices;
 - Effective Provider Costs within budgeted Percentage of Revenue;
 - Additional Pay within budgeted parameters,
 - Provider Enrollment Days Cash Value on Hold meets or exceeds established performance benchmarks;
 - Client account receivables consistently kept current;
 - Chart management processes (including strays and deficiencies) meets or exceeds established performance benchmarks;
 - Patient Satisfaction meets/exceeds goals as established by client.
- Other Critical Leadership and Management characteristics:
 - Consistently demonstrates a shared vision and strong alignment with the Senior Corporate Executive team.
 - Of high moral and ethical character;
 - A strong and effective leader;
 - Highly Efficient and organized;
 - Strong Communication and oral presentation skills;
 - Highly refined and effective relationship management skills;
 - Consistently accountable, responsible, and available.

D. Reporting

Division COO shall report to the Division President

- General Requirements
 - Bachelor's and graduate degree in related field required (i.e., Business Administration or Health Care Administration.).
 - Minimum of ten years proven experience within a health care business/enterprise or Hospital, ideally within the specialty of emergency medicine, or other hospital-based physician practice setting.
 - Must have knowledge of medical practice management, operational structure systems, policies, procedures and processes.
 - Strong financial analysis and management skills.
 - Excellent communication abilities; both verbal and written.
 - Experience building and retaining cohesive teams.