Operations

Skill: Ensure development and implementation of effective/efficient operational systems in all functional areas of the health center, both clinical and administrative

5-Expert
- Create systems, processes, and tools that ensure consistent delivery of high quality care and administrative support services
- Create new and innovative approaches to time and project management that positively impact health center costs
- Recognized by others as an expert in operational management; sought out to provide guidance
- Anticipate issues related to regulatory changes that may impact health center systems or processes
- Demonstrate Skilled behaviors

4-Skilled
- Leverage tools, processes, and systems created by other health center leaders that ensures consistent delivery of high quality care and administrative support services
- Take a collaborative leadership role within the health center regarding organizational planning and coordination
- Apply effective change management techniques when modification of systems and/or processes is required
- Demonstrate Applied behaviors

3-Applied
- Ensure systems and related processes provide optimal access to health center services and generate high quality clinical outcomes
- Ensure consistent operational processes
  - Workflow management Productivity optimization
  - Demonstrate Basic behaviors

- Utilize structured project management techniques to plan, coordinate, and execute necessary functions
- Assign responsibilities appropriately, to ensure coordination of functions
- Ensure effective managerial development
- Prepare/lead staff meetings using recognized meeting management techniques
- Demonstrate Basic behaviors

2-Basic

- Understand systems and processes that support consistent clinical and administrative operations, including fundamentals of time/project management
- Understand fundamental health care access issues and related scheduling concepts
- Understand concepts and issues related to care
- planning/management/coordination
- Understand basics of the health center's practice management system, and utilize reports generated by that system

1-Learning

- Aware of the need to have efficient and effective operational
- systems/processes in place, but minimal experience implementing and maintaining them
- Have limited training or experience with formalized time/project management techniques