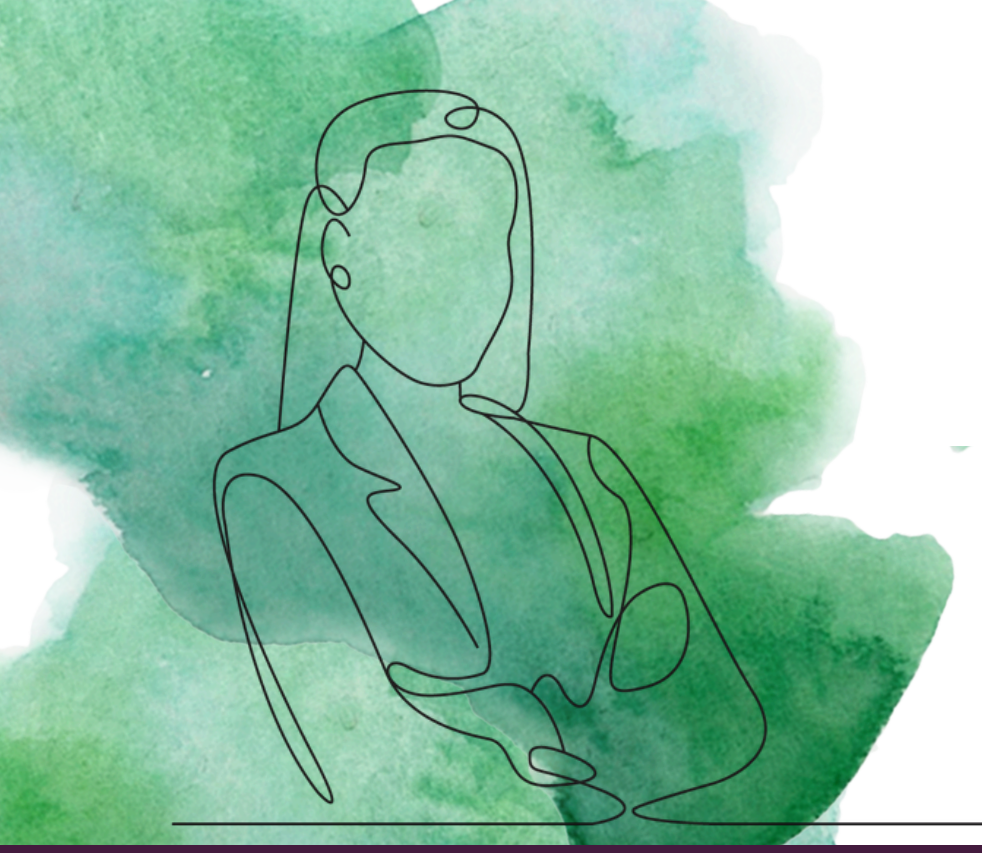

RUDISH HEALTH

Leadership Profile

Clinic Operations Director

FOUNDATION HEALTH PARTNERS

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Position	Clinic Operations Director
Organization	Foundation Health Partners
Location	Fairbanks, Alaska
Website	www.foundationhealth.org

Opportunity

Foundation Health Partners seeks an accomplished Clinic Operations Director to oversee specialty outpatient clinics in beautiful, family friendly Fairbanks, Alaska.

This is an exceptional opportunity to join the most comprehensive health system serving Interior Alaska as an integral member of the clinic leadership team with a seat at the table on operational planning decisions.

Reporting directly to the Clinic Operations Senior Director and operating in a dyad leadership model with specialty medical directors, the Director's scope covers specialty clinics across three sites in orthopedics, pain, osteopathic manipulative medicine, allergy, and behavioral health, with the potential to take on cardiovascular and/or endocrinology clinics.

The ideal candidate is a hands-on operational leader with strong provider relationship skills and a proven track record of frontline clinic management. Day-to-day responsibilities span access and capacity management; cross-organizational initiatives involving billing and coding, lab/radiology/ancillary services, medical records, supply chain and biomed, and system-wide referral management; team development; budgeting; marketing; provider relations; and recruiting. A critical success factor for the role is the ability to build and maintain strong, trusted relationships with physicians and specialty clinic leaders.

Foundation Health Partners

Foundation Health Partners is a $400M independent not-for-profit health system located in Fairbanks that serves the entire interior region of Alaska, an area of approximately 250,000 square miles. FHP is the largest private employer in the Interior; the organization employs over 1,800 individuals, offers competitive salaries and generous benefits.



Fairbanks Memorial Hospital
Fairbanks, AK

Community owned and operated, FHP is dedicated to providing compassionate health care for every chapter of its residents' life stories. Read more about FHP here.

Primary Services

Fairbanks Memorial Hospital (FMH): Fairbanks Memorial Hospital opened its doors in 1972 thanks to the voluntary efforts and monetary contributions of the citizens of Fairbanks. FMH is the largest private employer in Fairbanks. A 152-bed hospital with a Level 4 emergency department and Level 2 NICU, FMH serves patients from throughout the Interior of Alaska and provides care in more than 27 specialties.

As a sole community hospital, and as the most advanced medical facility for hundreds of miles, FMH is committed to treating the medical needs of everyone who comes through its doors. They employ highly skilled nurses and have more than 400 credentialed providers on medical staff. Services include behavioral health, catheterization lab, emergency care, home care, hospice, hospital medicine, infusions, intensive care, lab, lifeline alert, medical imaging, palliative care, pharmacy, surgical care, woman and infant services, and wound and ostomy care.

Foundation Health Partners Clinics: FHP operates 18 outpatient clinics, most of which are hospital-based and located on the FMH campus, and a couple are free-standing clinics located about one mile from the hospital. Primary care offerings are family medicine, 1st Care walk-in care, internal medicine, senior care, and pediatrics. Specialty care services include addiction medicine, allergy and asthma, behavioral health, cardiology, endocrinology and diabetes, general surgery, obstetrics & gynecology, oncology, osteopathic manipulative medicine, orthopedics, pain treatment, urology, wound and ostomy, and vascular.



Tanana Valley Clinic

A full list of clinics and outpatient Care can be found here.

Denali Center: Opened in 1994, Denali Center is a 90-bed comprehensive short- and long-term care facility located next to Fairbanks Memorial Hospital and accessed through a corridor connecting the two. Services include skilled nursing, palliative care, end of life comfort care, physical rehabilitation, and dementia care.



Denali Center

History

In the late 1960s, the only hospital available to Fairbanks area residents was St. Joseph Hospital, operated by The Sisters of Charity. The great flood of August 1967 devastated St. Joseph's Hospital and closure of the aged and deteriorating hospital was imminent. In the Interior, times were hard, and the community didn't want local government responsible for a new hospital. An incredible group of local volunteers envisioned a new community-owned hospital and the Greater Fairbanks Community Hospital Foundation was founded to plan, fund, construct and find an operator for the new hospital. The Hospital Foundation purchased Tanana Valley Clinic in 2008 to increase access to health care for Medicare patients in our community. Fairbanks Hospital Foundation and its visionary leaders are the reason Fairbanks has the continuum of quality medical facilities today.

Banner Health successfully operated Fairbanks Memorial Hospital and Tanana Valley Clinic for many years. In 2017, the Fairbanks Hospital Foundation discontinued its contract with Banner Health. Beginning January 1, 2017, Tanana Valley Clinic, Fairbanks Memorial Hospital and Denali Center became part of Foundation Health Partners, a wholly-owned subsidiary of The Greater Fairbanks Community Hospital Foundation. Foundation Health Partners operates all three facilities through a 15-member Board of Directors.

Mission, Vision, and Values

Mission: People First. Community Focused. Excellence Every Time.

Vision: A lifetime of excellent care provided by your community health care team.

Core Values:

- **Excellence.** We work as a team to bring experience, advanced technology and best practices to our community in order to provide the highest quality care for our patients.
- **Integrity.** Our actions are honorable, transparent and conducted in the best interests of our patients, their families, our employees, our community and our facilities.

- **Compassion.** With understanding and empathy, our team anticipates the needs of others and acts to meet those needs appropriately, meaningfully and with kindness. We genuinely care about and feel a responsibility for the well-being of others.
- **Stewardship.** Our team meets the diverse healthcare needs of our community by wisely managing our human, physical and financial resources.
- **Responsiveness.** Our location on the edge of the Arctic inspires practical determination, strategic collaboration and a sense of independence that keeps us responsive to the people of Interior Alaska.

2024 Key Statistics

FHP Budget: $400M
Facilities: 3
System Licensed Beds: 152 hospital and 90 skilled nursing
Employed Providers: 130
Credentialed Medical Staff Members: 400+
Employees: 1800
Hospital Pharmacy Department Budget: $8M

Source: Foundation Health Partners

Awards and Recognition

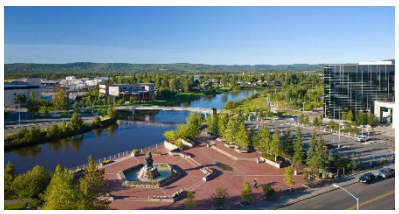
FHP hospitals and providers are recipients of numerous quality awards and recognition, including the illustrative designations below.



Fairbanks, Alaska

Deep in the wilds of Alaska, tucked in between two immense mountain ranges and nestled up against the winding Chena River, you will find a gem of a city known as Fairbanks. The magical northern lights dance across the sky nine months of the year during Aurora Season and the sun shines up to 24 hours a day during the Midnight Sun Season. Bold and resourceful locals have created a spirited city in the Golden Heart of Alaska.

Fairbanks' 100,000 residents and their families enjoy all the amenities of a delightful downtown, a thriving arts and music community, dynamic Alaska Native culture, outstanding Alaskan activities and attractions, and endless opportunities for exploration. Bursting with energy and things to do, the community finds Fairbanks inviting, engaging and awe-inspiring – the heart of the last frontier. The city is a major economic engine that is home to the trans-Alaska oil pipeline, two military installations, and the flagship University of Alaska Fairbanks, which celebrated its centennial anniversary in 2017.



Summer in Fairbanks

There's no better place to celebrate summer solstice. Fairbanks has long been known as the Land of Midnight Sun which runs from April to August with people out biking, gardening, or even golfing at all hours. The endless sunshine transforms life in the far north in pleasing and wondrous ways. Summer events take advantage of the everlasting sunshine and include the Midnight Sun Festival, Midnight Sun Baseball game, the Tanana Valley State Fair, the Yukon 800 boat race, and the Equinox Marathon. The baseball game's novelty and charm have earned national recognition: Baseball America called it one of the "12 Must-See Events for the Baseball Fan." ESPN Magazine selected the Midnight Sun Game as the Number One Destination for the "Baseball Road Trip" and "GQ Magazine dubbed the tradition one of "86 Reasons to be proud to be an American."



Winter Northern Lights

Winter Season takes on a storybook like quality; the Chena River freezes over, snow blankets the ground and lighted snowflakes adorn lamp posts. With Fairbanks as a basecamp, you can journey to Denali National Park and Preserve, cross the Arctic Circle, ski and snowboard in prime conditions, and discover spectacular Interior Alaska landscapes, towns and destinations.

There are a variety of flights that make getting to Fairbanks easy from anywhere in the U.S. including domestic flights to and from Seattle, Chicago, Minneapolis, Denver, as well as nonstop flights to both Europe and Asia.

Alaska offers a unique and captivating lifestyle that is rich in natural beauty, cultural diversity, and outdoor wonder. With no state income tax or sales tax, this is a place where you and your family can grow, explore, and enjoy a true sense of adventure. Whether you want to scan the skies for the aurora borealis, bask in the everlasting sunshine, or take a trip inside a snow globe, Fairbanks is an extraordinary destination for just about everyone. It is no wonder that Fairbanks is the perfect place to call home sweet home.

Reporting Structure

- **Supervisor:** This role reports to the Senior Clinic Operations Director.
- **Direct Reports:** This Director oversees four direct reports, with the potential to expand scope.
    - Orthopedics, pain, osteopathic manipulative medicine, and podiatry clinics: one practice manager, one registration/scheduling supervisor, and one clinical practice supervisor.
    - Allergy and behavioral health clinics: one practice manager.
    - There is potential to additionally take on operations for the endocrinology and/or cardiovascular clinics.
- **Peers:** The Clinic Operations Director works in close partnership with two peer Directors.
    - One Director oversees operations for radiation oncology, OBGYN, urology, surgery, and pediatrics clinics.
    - The other Director oversees operations for internal medicine, endocrinology, family practice, first care, and addiction medicine clinics.
- **Dyad Leadership with Medical Directors:** The role operates within a dyad leadership model, serving as the administrative counterpart to the medical directors in each specialty department, requiring close partnership with strong physician relationship skills.
    - Orthopedics: 3.6 physician FTEs, 4 physician assistant FTEs, and 1 physician supervisor
    - Osteopathic and manipulative medicine: 5.8 physician FTEs and 1 physician supervisor
    - Behavioral health: 1 physician FTE
    - Allergy: 1 physician FTE and 1 physician assistant FTE

A full list of clinics and centers can be found here.

Position Summary

This position is responsible for implementing strategies for the clinical care of patients within the designated clinical and/or operational support departments. This position provides leadership, direction, and support for clinical leaders in pursuit of achieving quality outcomes, reduce costs, and share and interpret the standards required to ensure high degree of patient, physician, and employee satisfaction.

Primary Duties and Responsibilities

- Oversees the day-to-day activities of the clinics through the clinic leadership at each site, ensuring a high level of productivity. Monitors clinic's performance and revises operations as needed. Sets clear expectations and holds team members accountable for producing desired outcomes. Motivates and develops team members and promotes teamwork.
- Assists in the development and implementation of systems to ensure that established policies, goals, and objectives are achieved and in compliance with practice, facility, and system policies and procedures, standard practices of the profession, and related local, state, and federal codes and regulations.
- Identifies process improvement opportunities focused on innovative care delivery and/or operational models designed to improve clinical services, outcomes, patient throughput, and patient safety. Promotes the use and implementation of technology in the workplace to streamline operations, facilitate communications, and optimize work processes. Ensures and fosters a high level of collaboration to coordinate activities, review work, exchange information, and resolve problems within a team environment. Champions, models, and promotes service excellence philosophies and behaviors at the facility and system levels to enhance the overall patient experience.
- Facilitates the assimilation of newly hired or affiliated providers into the group practice setting and works closely with the affiliating group's physician and administrative leadership. This includes but is not limited to credentialing, orientation/training, practice setup, and post-integration follow-up. Works collaboratively with leaders to help assimilate affiliating practice into market and/or current clinic operations. Establishes and maintains effective communications and working relationships with physicians and physician leadership. Responds to provider concerns and provides problem resolution as appropriate.
- Promotes financial stewardship and clinical excellence for the facility/campus in both operational and capital acquisition processes. Allocates financial,

information, and human capital for improvement activities, ensuring the efficient delivery of cost-effective services to patients, physicians, and clinic departments. Establishes performance measures, assesses and evaluates operations, and works with department management to assure efficient and effective delivery of services.

- Participates in the development of a marketing plan in conjunction with system leadership team. Ensures the efficient implementation and evaluation of the marketing plan as needed.
- Provides effective leadership for development of a cohesive team. Selects, trains, coaches, motivates, conducts performance evaluations, and directs the workflow of staff. Develops goals and performance expectations of staff.

Candidate Qualifications

Education and Experience

- Bachelor's degree in business, healthcare, or related field required.
- Must possess a strong knowledge and understanding of medical practice and clinic management, clinic operational structures and systems, and policies, procedures, and processes as normally demonstrated through five (5) years progressively responsible experience in managing a health care facility.

Knowledge, Skills and Abilities

- Must be able to communicate effectively at all levels and demonstrate leadership ability and group facilitation skills.
- Requires the ability to develop strong relationships. Excellent interpersonal skills are required.
- Commands executive presence with providers in leadership meetings.
- Demonstrates strong mentorship of team members being authentic, transparent, and a developer of people.
- Requires comprehensive knowledge of laws, procedures, standards, and practices.
- Must have the ability to successfully and positively interact with physicians and employees at all levels throughout the organization and the public.
- Must have strong computer skills with working knowledge of computer applications in a medical practice setting.
- Cerner/Oracle practice management system experience, while not required, is a plus.

Compensation

An attractive compensation, benefits, and relocation package will be offered commensurate with the candidate's experience. Candidates relocating to Alaska will be offered the chance to visit with their spouse/family during the interview process, and if offered the position, up to $20,000 reimbursement of relocation expenses and a temporary housing benefit.

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