

DIRECTOR OF PATIENT CARE SERVICES

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this class is responsible for the on-going administration and operation of an assigned service area to insure proper management and effective operation in the delivery of patient care services in accordance with strict health standards and departmental policies and procedures. Responsibility involves coordinating ancillary, support and community services as well as direct patient care services. Supervision is exercised over a number of professional, supervisory, technical and/or clerical personnel. Performs related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Directs and coordinates the development, administration and operation of designated divisions and services in the delivery of quality patient care;

Insures that the standards and codes regulating the quality assurance of health care set forth by the various accreditation boards and regulatory agencies are maintained;

Establishes appropriate reporting and recording procedures to track service indicators, as required;

Conducts special administrative studies and prepares staff reports;

Evaluates program effectiveness and recommends reorganization strategies to ensure compliance with regulations, meet the needs of the targeted population and adhere to funding guidelines;

Coordinates the activities of the support, ancillary and community services with direct patient care;

Coordinates activities with other County departments and other providers;

Conducts investigation of complaints or problems and takes corrective action;

Reviews plans for construction and renovation of facility to insure effective use of space, equipment and conformance to health codes;

Recommends changes in overall administrative policies and procedures to more effectively carry out departmental programs and objectives;

Acts as liaison with New York State agencies and other regulating agencies regarding standards of care and utilization review;

Acts as liaison and coordinates all communication with outside agencies, media and the public.

SUGGESTED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Thorough knowledge of organizational and administrative processes and techniques as they apply to health care administration; thorough knowledge of the principles and techniques used in coordinating the delivery of patient care services; thorough knowledge of the standards, regulation and operation of health care facilities; ability to coordinate the work of a large number of employees; ability to deal effectively with a variety of administrative, clerical and service personnel; ability to delegate responsibility effectively; ability to effectively communicate, both orally and in writing; initiative in recommending needed policy review or revision; good judgment; physical condition commensurate with the demands of the position.

DESIRABLE TRAINING AND EXPERIENCE: Either (a) A Bachelor's Degree* and five years of management/administrative experience in a hospital, or health care facility/agency providing clinical or technical services to patients, two of which must have included supervisory experience; or (b) a Master's Degree* in Hospital, Public or Business Administration and four years of experience as described in (a), two of which must have included supervisory experience; or (c) a satisfactory equivalent combination of the foregoing training and 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.