



REGIONAL PRACTICE ADMINISTRATOR
for
HILLSDALE HOSPITAL
11 Multi-Specialty Clinics - Hillsdale County



The Whittaker Group is pleased to represent Hillsdale Hospital (Hillsdale, Michigan), in their search for a newly developed, Regional Practice Administrator to oversee, streamline operations and bring onboard 3 of their 11 offices throughout Hillsdale County.

This is a high-profile opportunity for a strong practice leader to demonstrate their expertise in providing strategic direction and to administer, assess and streamline clinic operations to ensure maximum effectiveness, reimbursement, patient satisfaction and cross-training staff.

The administrator will be tasked with the onboarding of the three new offices in the first year. This leader will develop effective standardized operational protocols, maximize incentive opportunities, recruit, retain, educate and train staff, and maintain quality, staff and patient satisfaction scores for all the clinics.

Hillsdale Hospital is a private, non-profit 68-bed teaching hospital that serves residents throughout Hillsdale County. A full-service, acute care hospital, Hillsdale provides broad services through a growing medical staff of more than 91 physician, 465 employees and over 104 volunteers. 2017 gross revenue was \$70m, 34 days in A/R, a payer mix of 47% Medicare, 22% Medicaid, 17% BCBSM and commercial and self-pay with over 200 days cash on hand.

The national rural health association has honored Hillsdale Hospital as “A Top Rural and Community Hospital in the United States.” U.S. News and World Report has honored their skilled nursing facility in their Best Nursing Homes Ratings, which highlights the top nursing homes in each state. Medicare has honored the hospital with a 4-star quality rating.

Key responsibilities will also include:

- Establishing strong, trusting relationships with administration, office staff and physicians, patients and community
- Coordinating and completing the orientation process for physician and staff with the onboarding of the three newly developed clinics
- Administering operational, financial and quality outcomes to make an impact and contribute to the success of the hospital

- Assessing and coaching primary care and specialty offices in the areas of quality improvement, organized systems of care, process improvement, patient centered medical home, and pay for performance concepts
- Developing a training in collaboration with Staff Education and Human Resources for the retention of key front line and support staff positions.
- Breaking down positions and clinical operational functions to troubleshoot, standardize and maximize operational effectiveness and eliminate redundancies.
- Facilitating Lean Healthcare process improvement initiatives in provider offices
- Maintaining Patient Centered Medical Home (PCMH) designation for the primary care offices
- Providing leadership to Care Coordination program within the Rural ACO
- Developing yearly budgets and capital equipment requests for the offices.
- Leading and coordinating routine communication and reporting with health plans and granting entities related to incentive programs and quality improvement initiatives.
- Collaborate with community partners to improve healthcare outcomes in Hillsdale County.

Must have a strong personal presence, characterized by a sense of honesty, integrity and caring, with the ability to inspire and motivate others at all levels of the organization. The selected leader needs to be comfortable with an 'open door environment' and work closely with the team that is developed.

A minimum of five years of progressive experience in clinic administration, with multi-clinic experience is strongly preferred. A bachelor's degree in business administration or related field is required. The candidate should have the ability to adapt to new situations, set priorities and utilize problem solving techniques with minimal direction.

Our client offers a highly competitive and generous benefit package and is an equal opportunity employer.

For confidential consideration, please email your resume to:

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