

## VICE PRESIDENT (VP) OF OPERATIONS– POSITION INFORMATION

### JOB SUMMARY

PINNACLE III, LLC, a leader in operational development and management for ambulatory surgery centers is seeking an experienced Vice President for New York and the northeast region. The Vice President of Operations (VP) coordinates all activities of the Directors of Operations under their supervision related to client facility operations and ensures direction provided by Governing Boards within these centers is executed appropriately. Exceptional critical thinking, time management, organizational and change management skills are required to be successful. A minimum of five to seven years of previous management experience in the outpatient ambulatory surgical industry preferred. Multi-site supervision preferred. PINNACLE III attributes our outstanding growth to the leadership and dedication of our valued employees. Come join our dynamic team as we continue to grow and excel in the surgery center marketplace.

### ESSENTIAL RESPONSIBILITIES

The VP is knowledgeable in state, federal and accreditation organization compliance regulations and oversees successful achievement of same. The VP ensures the performance of the centers and individuals under their supervision meet the goals and expectations of PINNACLE III. The VP attends to the needs of their direct reports and the centers under their supervision with the goal of facilitating their success. The VP mentors and supervises the Directors of Operations under their supervision ensuring available human resources are qualified and competent in the delivery of service to PINNACLE III's clients.

The VP of Operations reports to the President/CEO of PINNACLE III. The Directors of Operations in the VP's defined area report to the VP. The VP works collaboratively with PINNACLE III's internal staff (senior management, marketing team, Specialty Billing Solutions employees) and external customers (physicians, facility joint venture partners, vendors, facility patients and personnel at PINNACLE III's managed facilities).

#### Financial Oversight

- Oversees preparation of annual budget for approval by the Governing Board of each center under VP's supervision.
- Provides oversight of the following for each center under their supervision:
  - Monitoring of month end business operations reports prepared by billing service and financial statements prepared by accountant.
  - Maintenance of permanent record (electronic and hard copy) of financial reports ensuring provision of same to members of Governing Board and others upon request.
  - Preparation of statement of explanation for identified variances.
  - Adjustments of short term operational goals to remain within budgetary means.
- Monitors staffing plan and productivity (e.g., FTE by case) and supports leadership team in proper allocation of personnel adhering to budgeted cost per case in centers under their supervision.



- Manages fiscal responsibility by monitoring productivity and other key indicators
- Demonstrates ability to make decisions based on patient safety, occupational safety, and business security. Recognizes decisions are not always motivated by financial reward.
- Is familiar with managed care contracts, expected reimbursements, billing and collection practices.

#### Operational Meetings

- Attends all scheduled Governing Board meetings for all centers under their supervision.
- Reviews documentation related to Governing Board meetings for each center under their supervision.
- Assists with planning and preparation of shareholders' meeting of investors for each center under their supervision.
- Assists with and oversees planning of and preparations for annual schedule of Medical Advisory meetings providing timely written notice of same for centers under their supervision.

#### Facility Compliance

- Ensures maintenance of legal business documents and files for ease of retrieval or for public display as appropriate for each center under their supervision.
- Is knowledgeable about terms contained within each center's operating agreement, medical staff bylaws, medical staff rules and regulations, employee handbook and benefits program documents to provide necessary operations direction for each center under their supervision.
- Ensures evaluation of quality outcomes monitoring; identification of trends and opportunities for improvement.
- Ensures concurrent completion of tasks required to comply with state and federal regulations and accreditation standards for centers under their supervision.
- Verifies life safety and security of building premises ensuring safe working conditions for the work force, patients and guests for centers under their supervision.
- Ensures center operations meetings occur as needed and necessary documentation is compiled and maintained for centers under their supervision.
- Ensures medical staff credentialing and ongoing peer review are performed timely and accurately in centers under their supervision.
- Ensures preparation of applications for business operations for centers under their supervision.
- Ensures agreements from vendors providing supportive services are negotiated, maintained, and satisfactory for centers under their supervision.

#### Facility Growth

- Ensures promotion of centers under their supervision for same store growth and expansion of services.
  - Engages in physician recruitment and retention under the direction of Governing Board.
  - Presents opportunities for expansion of scope of services in local market.
  - Cultivates trust with members of medical staff to sustain mutually respectful relationships.
  - Seeks opportunities to report on center accomplishments, project advancements, staff promotions, and other activities which call attention to employee contributions to better business practices.
  - Participates in marketing and public relations activities specific to each center.

## Physician & Staff Relations

- Communicates regularly with members of each center's medical staff including, but not limited to:
  - Level of satisfaction with personnel performance, services, and existing equipment and instruments.
  - Patient care clinical outcomes, adverse or sentinel events, grievances, and quality assurance.
  - Additional equipment, instruments or supplies needed for new services/procedures.
  - Block schedule and utilization rate or other OR access concerns.
  - Provides quarterly statistical reports including, but not limited to: delays, block utilization, under booking.
  - Other as identified by medical staff.
- Ensures prompt intervention when conduct observed by any member of the workforce (physician/personnel) undermining the culture of safety is identified.
  - Addresses conduct that compromises business operations or expected professionalism.
  - Supports and/or mentors leadership team in counseling of personnel who are not meeting expected performance standards or complying with policy.
  - Verifies required written documentation of employee performance interventions and ensures disciplinary process is consistently followed.
  - Facilitates communication as necessary, or upon request by leadership team, when conflict between employees has escalated beyond skill or expertise of the direct supervisor.
  - Advises when to access third party consultant for management of challenging human resource issues.
- Mentors leadership team to assist in their professional development.
  - Conducts performance appraisals (at 90 days, then annually) promoting professional development, discussing desired achievement, and assessing job satisfaction.
  - Mutually identifies future goals and supports leaders with the resources needed to be successful.
  - Observes leaders performing their primary roles and responsibilities and provides feedback.
  - Observes leaders practicing skills in employee relations and extends praise or counsel.
  - Observes leaders interacting with physician providers and supports improvement in public relations.
  - Observes leaders conducting performance appraisals and provides feedback to improve skill and knowledge.
  - Observes leaders conducting an intervention for employee misconduct and provides direction for improving skill and knowledge.
  - Identifies leaders' individual strengths and recognizes readiness for additional responsibilities.
  - Identifies leaders' individual challenges and provides opportunities to practice new skills and overcome limitations.
  - Requires leaders' attendance at outside education to enhance management skills.
- Supports center's success via recruitment and selection of competent staff. Promotes staff development to secure employee satisfaction and retention.
- Obtains input from leadership team, staff members, physicians and other individuals affected by executive decisions prior to making such decisions to arrive at the best business outcome.
- Provides center's leadership team with date, time, and anticipated agenda of site visits. Adjusts priorities based on needs to minimize disruption to center operations.



- Supports business office team in establishing scheduling practices which maximize OR access, compress case management, and/or improve efficiencies, and prevents cases extending beyond 5:00 p.m.

### QUALIFICATIONS

- A Bachelor's degree in nursing, business, and/or healthcare required.
- Registered Nurse holding active licensure in state of residence preferred.
- A Master's degree in healthcare administration or nursing administration desired.
- Certification in Ambulatory Surgery Center (CASC) desired; must obtain within 18 months of hire.
- A minimum of five to seven years of previous management experience in the outpatient ambulatory surgical industry preferred.
- Multi-site supervision preferred.
- Possesses exceptional communication skills and situational awareness.
- Demonstrates sound judgment, strong mental health, and physical well-being for prolonged exposure to stressful working conditions.
- Possesses strong aptitude for working compatibly with physicians and staff.
- Possesses ability to prioritize incoming information and adjust to changing conditions.
- Possesses ability to conduct research, analyze data, and exhibit confidence in decisions made.
- Understands the importance of ASC efficiency, cost effectiveness, and profitability.
- Possesses ability to manage more than one facility or multiple projects.
- Is willing to travel as necessary.

If you are interested in applying, please download and fill out the application form below. Instructions for submitting can be found at the bottom of the application or at [www.pinnacleiii.com/about/career-opportunities](http://www.pinnacleiii.com/about/career-opportunities).