

Improving Teamwork for Better Patient Care with TeamSTEPPS[®]

By **Julia Slininger**
VP, Quality & Patient Safety
Hospital Association of Southern CA



A New Approach to Error Prevention

If your Quality Improvement program needs an injection of vitality — a new approach to error prevention and a culture known for high reliability in quality and patient safety — consider a TeamSTEPPS intervention.

The program — Team Strategies and Tools to Enhance Performance and Patient Safety (TeamSTEPPS) — teaches professionals how to integrate teamwork principles into daily practice throughout

the organization. It was designed to train health care professionals who work in high stress areas — such as surgical suites, critical care, labor and delivery, and the ED — and throughout the hospital to create a culture of situational awareness, mutual support and a shared mental model. These program attributes take communication improvement all the way to culture change.

Developed by the Department of Defense Patient Safety Program and used in other high-risk industries, TeamSTEPPS is evidence-based and field tested by researchers, clinicians, medical educators and teamwork experts. It is scientifically rooted in team performance research, along with leading theoretical models for systems-based errors.¹

Training Highlights

TeamSTEPPS offers training in four core competency areas:

- **Team leadership**—the ability to direct and coordinate activities of team members, assess team performance, assign tasks,

develop team knowledge and skills, motivate team members, plan and organize, and establish a positive team atmosphere.

- **Situation monitoring (or mutual performance monitoring)**—the capacity to develop common understandings of the team environment, apply appropriate strategies to monitor teammate performance effectively and maintain a shared mental model.
- **Mutual support (or back-up behavior)**—the ability to anticipate other team members' needs and to shift workload to achieve balance during periods of high workload or pressure.
- **Communication**—ability to effectively and efficiently exchange information among team members across mediums.

The most powerful and valuable tools in the program are the short videos that depict teams functioning poorly before being equipped with TeamSTEPPS, and then teams in the same situation after, utilizing some of the program tools

Please see> **Teamwork, Page 2**

Publisher and Editor

David Peel

Managing Director

Elizabeth Peel

Contributing Editor

Nora Haile

Advertising

David Peel

Contact Information

Phone: 425-577-1334

Fax: 425-242-0452

E-mail:

dpeel@healthcarenewssite.com

Web: cahcnews.com

TO GET YOUR COPY

If you would like to be added to the distribution, go to our web site at www.cahcnews.com, click on the "subscribe" tab at the top of the page and enter all information requested. Be sure to let us know whether you want the hard copy or the web version.

LETTERS TO THE EDITOR

If you have questions or suggestions regarding the News and its contents, please reply to dpeel@healthcarenewssite.com.

Letter from the Publisher and Editor



Dear Reader,

Most California Healthcare News revenue comes from the sale of recruitment advertising. This business is very competitive with some "do it yourself" job boards offering postings for as little as \$25. Our price is \$375 for one thirty day job posting and \$275 for each additional job posting.

So, why would a recruiter pay \$375 when they can pay as little as \$25? Because the services we provide are exceptional for the price.

Each California Healthcare News thirty day job posting includes the following services:

- Full color logo
- 1/6th page advertisement in this publication
- Email announcement to over 39,000 healthcare professionals
- Posting on four Healthcare News state web sites
- Follow-up report of page views
- Hand coding for compliance with all modern web browsers
- Posting on indeed.com, simplyhired and many other meta job search web sites

Consider using the California Healthcare News the next time you recruit a position. You too will find the overall value to be exceptional as well as the results. Until next month,

David Peel, Publisher and Editor

< Teamwork, from page 1

and strategies to improve communication and outcomes. When caregivers at various professional levels watch the before videos, they often see themselves, realize how dysfunctional their team can be, and how easily that dysfunction sets the stage for medical errors. The strategies are easy to teach and easy to learn using the TeamSTEPPS Train-the-Trainer approach.

By training the trainer, a hospital or health system can prepare individuals to plan, teach and implement a TeamSTEPPS intervention in any organization. The approach aids in retention of the techniques and augments the community knowledge and skill level. The method also effectively flattens hierarchies and involves everyone — from the front line staff to organizational leaders — rendering processes transparent.

Notable Outcomes

TeamSTEPPS has a proven track record with a growing body of evidence that the method contributes to significant improvements in patient safety, clinical outcomes and cost:

- After implementing a pre-op brief at one organization, staff noted increased OR communication, fewer surgical errors, reduced nurse turnover and increased employee satisfaction.^{2,3}
- For another organization, there was a 50 percent reduction in the Weighted Adverse Outcome Score and a 50 percent reduction in the Severity Index.⁴
- The implementation of a Patient Daily Goals form to facilitate staff communication helped an intensive care unit (ICU) decrease mean ICU

length of stay from 2.2 days to 1.1 days.⁵

After implementing SBAR (situation, background, assessment and recommendation/request) to improve communication among clinical caregivers, another organization:

- Reduced the rate of adverse drug events (from 30 to 18 per 1,000 patient days).⁶
- Improved medication reconciliation at patient admission from 72 percent to 88 percent and at discharge from 53 percent vs. 89 percent.⁶

According to Dr. Abdul Mondul, Associate Chair of the Department of Medicine, Patient Safety Officer, Chief Palliative Care Services and Associate Director of GME at Lincoln Medical and Mental Health Center, there were sig-

Please see> Teamwork, Page 4

Career Opportunities

To advertise call 425-577-1334
Visit cahcnnews.com to see all available jobs.



Manager II (Project Management) (Modesto, CA)

Under the direct supervision of the Assistant Director of the Health Services Agency, this position will plan, organize, direct and control all or part of complex projects and be responsible for the management and general oversight and direction for the various projects. This position will specialize in identifying funding opportunities and in preparing and processing grant applications and project funding for local State and Federal grants. This position will have oversight of the Health Services Agency compliance program and assist in developing a medical compliance program.

The incumbent will work collaboratively with HSA management, program coordinators, staff, consumers and community members.

The eligibility list established as a result of this recruitment will be used to fill one vacancy in the Administration department of the Health Services Agency.

Education/Experience: *Pattern 1:* Graduation from an accredited four-year college or university with a major in public or business administration or financial management, health care management or health services, social services or closely related field. AND Two years of management/supervisory experience in a public or private sector. *Pattern 2:* Associates Degree AND four years of increasingly responsible professional experience in health care administration, managed care or other health related field. One year of this experience must be in a supervisory capacity. *Substitution:* Additional qualifying experience may be substituted for the required education on a year for year basis.

Desired Qualifications: 1+ years of experience with HIPAA regulations. 1 + years working in a health care setting or insurance-related environment. Experience working for a government entity with one of those years working with State and/or Federal health care mandates. One year experience with grant writing and how to identify availability, requirements, and submission of documents to attain grant funding.

APPLICATION PROCEDURES/FINAL FILING DATE: Applications are accepted online at www.stanjobs.org and must be received by 5:00 p.m. on the final filing date.

EQUAL EMPLOYMENT OPPORTUNITY: The County of Stanislaus is an Equal Opportunity Employer. All qualified applicants are encouraged to apply for positions.



Emergency Director (Bakersfield, CA)

Administrative responsibility for the operations of the Emergency Department in alignment with the mission, vision, and strategic plan of the organization. Functions as the Disaster Management Coordinator for the organization and represents the hospital in community and state disaster planning and response efforts. Performs duties in support of and in compliance with the performance improvement plan, licensing, accrediting and regulatory agencies. Serves as a visible role model for the Nursing profession. Responsible to bring vision and direction in quality improvement of patient care, promotion of structures professional relationships among medical staff, nursing staff, ancillary services, and community partners. Maintains focus on staff development, retention, and recruitment of nurses and other patient care professionals.

Progressive nursing leadership in an Emergency Services Department for a minimum of 5 years with at least 3 years in a Nurse Manager position. Should have demonstrated success in the operations management in an acute care facility with similar patient services and demonstrated involvement in the community environment representing the organization to various agencies, schools, and associations.

Management experience in a union environment desirable but not required. CA RN license required. Must have BLS and ACLS from the American Heart Association. Bachelor's degree in Nursing or Health related field required. Masters degree in Nursing preferred.

Qualified candidates can apply online at

www.mercybakersfield.org or email resumes to MHBHR@dignityhealth.org

If you have questions, please contact David Zanduetta at 661-632-5212, or fax at 661-632-5541



Registered Nurses: Nursery Level IIIA (NICU) and L&D (Gillette, WY)

Located in Northern Campbell County between the beautiful Black Hills of South Dakota and the majestic Big Horn Mountains of Wyoming, Gillette's Campbell County Memorial Hospital is a 90 bed, DNV accredited facility offering a wide range of services. Nursery Levels II and III, Medical and Radiation Oncology, Cardiac Rehab and Dialysis are just a few of the specialty services available.

Nursery Level IIIA (NICU) RNs and Labor and Delivery RNs needed in busy Maternal Child unit, delivering between 850 and 1000 babies each year.

The successful candidate must be licensed by the Wyoming State Board of Nursing. RNs with a minimum of two years experience in Nursery Level IIIA and L&D. Sign-on bonus and relocation may be offered for experienced candidates.

We invite you to visit our website @

www.ccmh.net/jobs

Human Resources

Campbell County Memorial Hospital

P. O. Box 3011

Gillette, WY 82717

Phone: 307-688-1501 or 307-688-1504

Email: hr@ccmh.net

E.O.E.



**Shriners Hospitals
for Children®**

Manager, Outpatient Department (Los Angeles, CA)

Shriners Hospitals for Children, Los Angeles is seeking a Manager/Supervisor for the Outpatient Department. The incumbent will work at the administrative/clinical capacity to ensure quality patient care is provided and any operational problems are resolved effectively. The Manager/Supervisor will provide clinical support to staff while ensuring the staff is knowledgeable in clinical practices, legislation, and healthcare trends.

Qualifications: Years of Experience Required: 2. Education Required: Bachelors of Science in Nursing or related field preferred. Certification Required: BLS, ACLS, PALS. Other Qualifications: Current State License; Documented experience in Management as Charge Nurse or other frontline leadership capacity; Experience in Pediatrics, critical care, surgical and/or orthopedic nursing

Company Profile: Shriners Hospitals for Children is a one-of-a-kind international health care system of 22 hospitals dedicated to improving the lives of children by providing specialty pediatric care, innovative research and outstanding teaching programs. Children up to age 18 with orthopaedic conditions, burns, spinal cord injuries, and cleft lip and palate are eligible for admission and receive all care in a family-centered environment at no charge – regardless of financial need.

For more information, please visit our website at:

www.shrinersq.org/Hospitals/Main/

Preferred Method of Contact:

Contact Name: Sandra Sandoval

Company: Shriners Hospitals for Children

Type of Company: Children's Hospital/Healthcare/Non-Profit

Company Size (# of employees): 100-499

E-Mail Address (to send cover letters and resumes directly): SHCLAjobs@shrinenet.org

Apply Online: www.shrinersq.org/Hospitals/Main/



RN Leadership Opportunities (Los Angeles & Orange County, CA)

THE ALTAMED STORY

With over 40 years of growth and achievement, **AltaMed** is Southern California's leading nonprofit health care system delivering integrated primary care services, senior care programs, and health and human services for the entire family. Starting in 1970 with just one small clinic in East Los Angeles, today **AltaMed's** team of multicultural and bilingual physicians and health care professionals now deliver superior quality care through an integrated delivery system of over 40 accredited sites in Los Angeles and Orange Counties.

WHAT WE'RE LOOKING FOR

Currently we are seeking dynamic RN's for the following leadership opportunities:

- **RN Nursing Manager, Quality Improvement (2012-3590) – Los Angeles**
- **RN Nursing Manager (2012-3671) – Los Angeles**
- **RN Clinical Care Coordinators - Various positions in LA & Orange County**

WHY ALTAMED?

Join **AltaMed** and watch your career take flight! As an employer-of-choice, we're proud to offer extensive opportunities for professional development, as well as competitive salaries and excellent benefits. **AltaMed** team members enjoy medical, dental, and vision plans, a retirement plan with matching employer contributions, tuition reimbursement, continuing education programs and much more. We invite you to join us in making a difference in our community and in the lives of others. If you want a career that matters, you want **AltaMed**. EOE

HOW TO APPLY?

Apply now at AltaMed.org



Director of Revenue Improvement (Oakland, CA)

In this unique role, you will have the challenging and rewarding experience of serving as the strategic revenue improvement leader who is capable of providing detailed analysis of our existing processes to develop comprehensive written workflows and guidelines to help centralize and standardize our billing function. You will also develop and monitor written action plans and progress reports as a result of performance deviations from revenue goals and trends. Serving as an expert, hands-on user and trainer of the practice management system, you will help configure and tailor the various modules within the NextGen practice management system to maximize its efficiencies. You will partner closely with the Chief Financial Officer and Chief Operating Officer to identify best practices and process improvement initiatives and analyze data to implement current and future strategies for the entire revenue cycle management process for the overall health of the organization's revenues. You will lead efforts to diagnose and resolve underlying root-cause issues related to outstanding revenue collections problems. Your prior experience in a healthcare billing management role will be important as you develop the capabilities of your team of supervisors and support staff that provide day to day management of our revenue cycle, including billing, cash posting, follow-up, collections, payer analysis, credit balance resolution, compliance and providing staff training. Detailed and thorough financial reports and metrics will be expected on a daily, weekly, and monthly basis that will require initiative and proactive communications, both written and verbal, with practice managers to ensure customer satisfaction for internal stakeholders as well as patients. Your effectiveness as a Revenue Improvement leader will be measured by your ability to work effectively through others, to align people and strategy, and demonstrate sound judgment when tough decisions are necessary. Come and make La Clínica the place where you can make a difference.

Requirements: Bachelor's degree in Accounting, Finance, Business Administration, or Health Care related field, MBA/MPA preferred. Certified Coder Certificate is strongly desired. Minimum of 7-10 years' experience in a managed healthcare industry or with third party payer plans with at least 5 years of progressively responsible management experience. Extensive knowledge of all facets of revenue cycle management. In-depth knowledge of Medicare billing/coding rules and regulations, especially as they related to our Federally Qualified Health Center status. Experience in the analysis and design of physician practice management systems and patient accounting systems. Experience creating, justifying and managing a budget based on generally accepted accounting principles as applied to billing and collections of medical patient accounts. Strong managerial skills – direct supervision of staff including hiring, development, coaching, and performance managements. Proven ability to build and maintain strong relationships across functional areas. Track record of success in leading and building high functioning teams. Strong customer focus and results orientation. Expertise in MS Office Suite and practice management systems (NextGen preferred). Must have ability to utilize Excel to create, modify and analyze budgets and other quantitative data. Ability to establish and monitor performance and productivity standards. Ability to analyze business requirements, effectively articulate and present financial information in writing, and implement solutions in practice. Effective presentation capabilities with multiple stakeholder groups. Ability to plan, organize, and document policies and work flow methods for the improvement of the work unit.

To learn more and apply contact cwong@laclinica.org

< **Teamwork, from page 2**

nificant changes in how her team communicates.⁷

- Feedback on communication about errors improved from 72 percent to 82 percent in positive responses.
- Handoffs and transitions in this area improved from 56 percent to 69 percent.
- Teamwork and communication as perceived by staff improved from 67 to 79 percent and overall perception of safety improved from 72 to 86 percent.
- Compliance with the process of going through the three steps of surgical safety checklist is 100 percent.

HASC offers customizable consulting and training services led by Julia Slininger, RN, BS, HASC's VP Quality & Patient Safety and TeamSTEPPS Master Trainer. For more information, please contact her at (213) 538-0766 or jslininger@hasc.org.

References

¹ Agency for Healthcare Research and Quality. *A Guide to Action: Creating a Safety Net for Your Healthcare Organization*, 2011.

² Awad, S.S., Fagan, S.P., Bellows, C., Albo, D., et al. "Bridging the communication gap in the operating room with medical team training." *American Journal of Surgery*, 190(5):770-4, Nov. 2005.

³ Leonard, M., Graham, S., and Bonacum, D. "The human factor: The critical importance of effective teamwork and communication in providing safe care." *Quality and Safety in Health Care*, 13 Suppl 1:i85-90, Oct. 2004.

⁴ Mann S, Marcus R, Sachs B: Lessons from the cock-pit: How team training can reduce errors on L&D. (Grand Rounds) *Contemporary Ob/Gyn*, v51 i1:34(8), Jan. 2006.

⁵ Pronovost, P., Berenholtz, S., Dorman, T., Lipsett P.A., Simmonds, T., and Haradan, C. "Improving communication in the ICU using daily goals." *Journal of Critical Care*, 18(2):71-5, June 2003.

⁶ Haig, K., Sutton, S., Whittington, J. "SBAR: A Shared mental model for improving communications between clinicians." *Joint Commission Journal on Quality Patient Safety*, 32(3):167-75, March 2006.

⁷ Agency for Healthcare Research and Quality. "TeamSTEPPS: National Implementation of TeamSTEPPS Program Webinar 20: Sharing the Successes of

Team-STEPPS – Part 2," May 25, 2011.

Julia Slininger, RN, BS, CPHQ, is VP, Quality & Patient Safety and TeamSTEPPS Master Trainer at HASC. Prior to joining the association, she was Quality Improvement Manager and Senior Consultant at Lumetra Healthcare Solutions. For more information about TeamSTEPPS consultations and trainings, please contact her at (213) 538-0766 or jslininger@hasc.org.



When change moves you in a new direction, choose the right navigator.

In health care, success requires diligence and foresight—two qualities that will prove even more important in the days to come. As reforms take effect, will your organization be ready?

We've helped hospitals nationwide strengthen their financial operations. Discover how we can make a difference to yours.

WWW.MOSSADAMS.COM/HEALTHCARE

MOSS ADAMS LLP

Certified Public Accountants | Business Consultants

Acumen. Agility. Answers.

Career Opportunities

To advertise call 425-577-1334
Visit cahcnnews.com to see all available jobs.

UNIVERSITY HEALTHCARE ALLIANCE

Director of Clinical Quality (Menlo Park, CA)

An exciting new opportunity exists to be part of the team at University HealthCare Alliance (UHA), Stanford Hospital & Clinics' new medical foundation located in Menlo Park, CA.

In this key role, you will have primary responsibility for overseeing all aspects of quality policy setting, implementation and maintenance of quality programs, customer service, and provider credentialing across medical groups. We'll rely on you to provide support and leadership in the areas of clinical performance and process improvement, guidance and/or facilitation in response to risk, safety, and licensing issues for the organization.

This position requires a CA-licensed RN with a Bachelor's degree, 5+ years of ambulatory or other related nursing experience and demonstrated experience in the development and management of provider credentialing and medical group policies and standards. The proven ability to implement new programs/projects that focus on continuous process improvement at multiple sites is essential, along with strong communication, collaboration, interpersonal, influencing, teamwork and project/time management skills, knowledge of licensure/scope of practice, and a working knowledge of statistical analysis and reporting practices pertaining to quality improvement and program evaluation. Familiarity with comparative databases and statistical methodology preferred.

Find out more at <http://universityhealthcarealliance.org> and then send your resume and cover letter to: UHAcareers@UHAhealth.org. Please include Director of Clinical Quality in the subject line. Equal Opportunity Employer



RN Clinic Manager (Santa Rosa, CA)

Seeking a RN Clinic Manager to join the Santa Rosa Community Health Centers team! We are an innovative multi-site agency in Sonoma County, providing high quality, compassionate medical care and health education in a supportive and culturally appropriate environment.

It's an extraordinary time to join this organization and have the opportunity to influence the direction of health care in Sonoma County!

FUNCTION: The RN Clinic Manager is responsible for overseeing, developing and continuously evaluating the nursing department, overseeing in-house lab functions and ensuring that the health center is in compliance with infection control practices and standards. The RN Clinic Manager will also be required to provide direct and indirect patient care.

MINIMUM REQUIREMENTS: Current California RN license. Current CPR certification. 2 years experience with direct patient care in an outpatient setting required. 1 year supervisory experience required; 2 years preferred. Fluency in English and Spanish preferred.

TO APPLY: Visit our website at www.srhealthcenters.org and click on Careers, Work at SRCHC.



Shriners Hospitals for Children®

Clinical Analyst II (Los Angeles, CA)

The Licensed Clinical Analyst will be responsible for the planning, development, implementation, training, maintenance and support of clinical information systems as they interface/integrate to other existing systems. The License Clinical Analyst II will also coordinate the day-to-day activities of training and maintenance of the SHCIS system.

Qualifications: Years of Experience Required: 5. Education Required: Four-year degree or technical school in a computer science or health care related field preferred; RN or other clinical background in health care preferred. Certification Required: Other Qualifications: Information systems integration experience required; Previous experience with Cerner Millennium suite of clinical software applications is required; Lessons Financial applications experience preferred.

Company Profile: Shriners Hospitals for Children is a one-of-a-kind international health care system of 22 hospitals dedicated to improving the lives of children by providing specialty pediatric care, innovative research and outstanding teaching programs. Children up to age 18 with orthopaedic conditions, burns, spinal cord injuries, and cleft lip and palate are eligible for admission and receive all care in a family-centered environment at no charge – regardless of financial need.

For more information, please visit our website at:

www.shrinershq.org/Hospitals/Main/

Preferred Method of Contact:

Contact Name: Sandra Sandoval

Company: Shriners Hospitals for Children

Type of Company: Children's Hospital/Healthcare/Non-Profit

Company Size (# of employees): 100-499

E-Mail Address (to send cover letters and resumes directly):

SHCLAjobs@shrinenet.org

Apply Online: www.shrinershq.org/Hospitals/Main/



CEDARS-SINAI MEDICAL CENTER.

Health System Manager (Los Angeles, CA)

Cedars-Sinai Medical Center has established itself as one of the nation's most respected healthcare leaders. Our Biomedical research is a major component of Cedars-Sinai Medical Center's mission and is vital to our commitment to maintain excellence in patient care. We invite you to join our team and participate in our research program.

As the Manager for the Clinical Research Office (CRO) of the Samuel Oschin Comprehensive Cancer Institute, you will be responsible for planning, organizing, managing and controlling daily operations of the CRO and ensuring that development is consistent with NCI Comprehensive Cancer Center designation. Your essential duties will be to: Serve as the on-site manager for clinical research operations. Build and oversee a team of highly skilled and efficient clinical research staff. Develop and implement a program to onboard, train and mentor clinical research staff. Provide ongoing education through focused in-services and recurrent meetings. Serve as the primary contact and resource person for sponsors and cooperative groups. Assist investigators and research staff with routine and for-cause audit preparation. Help prioritize and review cancer protocols. Attend relevant local and national meetings. Help develop staffing models for standardization of cancer clinical trials. Develop and implement a comprehensive quality assurance and quality control program.

To qualify, you will have a related Bachelor's Degree and five to ten years experience working in an academic medical center. You must have previous management experience. Ideally you will have an RN, OCN and Master's degree. We prefer experience in cancer-related research, research administration and clinical research office functions. Experience working in a Clinical Trials Office at an NCI-designated institute is highly desirable.

For a complete job description or to apply, visit us at: <https://www.cedars-sinai.com/careers/applytojobs> and type in Req. #8421.

Cedars-Sinai is an Equal Opportunity Employer that welcomes and encourages diversity in the workplace.



Nursing Supervisor (part time) (Monrovia, CA)

Under the supervision of the Chief Clinical Officer/Chief Nursing Officer, the Administrative Nursing Supervisor coordinates the activities of the hospital nursing personnel. Assures the continuity of effective, high quality patient care on the assigned shift. He/she carries out strategies and programs consistent with the organization's policies, procedures, goals and objectives. He/she sustains a unit environment that supports excellence in clinical nursing practice and is accountable for adequately supporting management of nursing resources (to include staffing, scheduling, interviewing, and counseling and performance appraisals). He/she is also accountable for supporting the fiscal and environmental resources in patient care areas to assure quality compliance with the standards of care. The Administrative Nursing Supervisor has responsibility for the Nursing function, including staffing, in absence of the Chief Clinical Officer/Chief Nursing Officer.

1 to 2 years experience as a nursing supervisor is required.

Monrovia Memorial Hospital's greatest asset is our devoted team of employees. As we continue to grow, we are always interested in adding qualified, educated and caring members to our family. If you think you have the desire, compassion and warmth to excel in our exceptional hospital, we welcome you to email us your resume at: monicag@mmhosp.com. For your convenience please find our Employment Application for download at www.monroviamemoria.com

Our Human Resources department reviews all resumes we receive and will contact you if you are a fit for an open position we have at Monrovia Memorial.

Pediatrician (Crescent City, CA)

JOIN OUR TEAM!

Are you interested in working for a compassionate community based organization serving the Northcoast for 40 years?

We are a healthcare facility with clinics located in Eureka, Arcata, McKinleyville, Willow Creek and Crescent City. Our family practice and dental clinics offer a variety of positions from Receptionist to Dentists and Physicians.

With 10 clinics serving 2 counties, Open Door Community Health Centers is always looking for talented, energetic individuals who share in our mission and would like to join our team.

Open Door Community Health Centers offers excellent, comprehensive benefits, competitive compensation and a challenging, rewarding work environment.

We are currently seeking a Pediatrician. This position must be CA Licensed and Board Certified. EMR experience is highly desired.

Visit www.opendoorhealth.com to learn about our organization. Email current CV and cover letter to cwebb@opendoorhealth.com or call Carolyn Webb at 707-826-8633 ext.5140.

Career Opportunities

To advertise call 425-577-1334
Visit cahcnnews.com to see all available jobs.



**Shriners Hospitals
for Children®**

Nurse Manager, Surgical Services (Los Angeles, CA)

The Nurse Manager Surgical Services will be responsible for the planning, organizing, directing and coordinating of all aspects of perioperative care. In addition, ensures that safe and high quality care is provided in the Central Sterilizing, PACU and Operating Room. Works with all departments interfacing with Surgery to maintain high standards of care and effective communication.

Qualifications: Minimum five (5) years experience in OR or PACU. Two (2) years as charge Nurse/Team Leader. Graduate of an accredited Registered Nurse program. BSN or BS in related. CA RN Licensure. CPR/BLS. ACLS preferred. CNOR desirable. Ability to read, write and communicate effectively in English.

Company Profile: Shriners Hospitals for Children is a one-of-a-kind international health care system of 22 hospitals dedicated to improving the lives of children by providing specialty pediatric care, innovative research and outstanding teaching programs. Children up to age 18 with orthopaedic conditions, burns, spinal cord injuries, and cleft lip and palate are eligible for admission and receive all care in a family-centered environment at no charge – regardless of financial need.

For more information, please visit our website at:

www.shrinershq.org/Hospitals/Main/

Preferred Method of Contact:

Contact Name: Sandra Sandoval

Company: Shriners Hospitals for Children

Type of Company: Children's Hospital/Healthcare/Non-Profit

Company Size (# of employees): 100-499

E-Mail Address (to send cover letters and resumes directly):

SHCLAjobs@shrinenet.org

Apply Online: www.shrinershq.org/Hospitals/Main/



Pharmacy Director (Madera, CA)

Job Title: Pharmacy Director

Function: Director

Department: Pharmacy

Location: Madera Community Hospital

Date Posted: Jul 09, 2012

REQUIREMENTS The Pharmacy Director is responsible for the overall operations of the Pharmacy Services and the safe delivery of medication in the hospital and clinic settings. Candidate must possess strong clinical pharmacist and managerial experience with excellent communication and technology skills necessary to lead a dynamic pharmacy department. Serves in an advisory role to Hospital and Medical Staff leadership to assure quality care delivery. Minimum of five recent years in hospital clinical pharmacy management with working knowledge of California Boards of Pharmacy and Nursing, Title 22, CMS, HFAP, JCAHO, COBRA, OSHA, and other Federal and State Standards governing delivery of safe medication Administration.

SHIFT INFORMATION

Status: Exempt

Shift: Days

To learn more and apply visit

www.maderahospital.org



Director of Health Services (Oxnard, CA)

Director of Health Services, in collaboration with the Chief Medical Officer, is responsible for strategic direction and management of Utilization Management (UM) programs; strategic direction and management for case management, chronic disease management, health education, and other programs as well as maintaining policies and procedures to meet strategic goals and ensuring regulatory/contractual compliance; collaborating in managing regulatory medical audits and inquiries; assisting Quality Improvement with QI programs; coordinating relationships with clinical and social service agencies; documenting protocols for agency communications and referrals; providing staff support to both internal and external advisory groups and clinical committees; and participating in the grievance process and system as needed.

Education and Experience: Any combination of experience and training that would provide the required knowledge, skills, and abilities would be qualifying. A typical way to obtain the knowledge, skills, and abilities would be: Bachelor's degree from a regionally accredited college or university in an appropriate discipline, e.g., Business, Health Care or Public Administration. A Master's degree in Health/Hospital Administration or Public Health is highly preferred. Five years' of clinical experience, preferably in both inpatient and outpatient care is required. Managed Care experience, particularly managing QM/UM Departments is preferred.

Licenses and Certificates All licenses and certificates must be maintained as a condition of employment. Active, valid and unrestricted state of California RN license required. UM/CM certification preferred. Possession of, or ability to obtain, a valid appropriate California driver's license. Maintain a satisfactory driving record.

If interested in these outstanding opportunities, please submit application at www.CalOpps.org/member.cfm and click on Local/Regional Government Services. Attach a cover letter outlining your experience and education along with a resume.

Family Practice MD/DO (Crescent City, CA)

JOIN OUR TEAM!

Are you interested in working for a compassionate community based organization serving the Northcoast for 40 years?

We are a healthcare facility with clinics located in Eureka, Arcata, McKinleyville, Willow Creek and Crescent City. Our family practice and dental clinics offer a variety of positions from Receptionist to Dentists and Physicians.

With 10 clinics serving 2 counties, Open Door Community Health Centers is always looking for talented, energetic individuals who share in our mission and would like to join our team.

Open Door Community Health Centers offers excellent, comprehensive benefits, competitive compensation and a challenging, rewarding work environment.

We are currently seeking a Family Practice MD/DO. This position must be CA Licensed and Board Certified. EMR experience is highly desired.

Visit www.opendoorhealth.com to learn about our organization. Email current CV and cover letter to cwebb@opendoorhealth.com or call Carolyn Webb at 707-826-8633 ext.5140.



Psychiatrist (San Diego, CA)

Psychiatric Centers at San Diego (PCSD), the largest behavioral health group practice in the Western United States with 32 Psychiatrists, eight Nurse Practitioners, 65 Therapists, and 10 offices throughout San Diego County, is **seeking a Psychiatrist to work in the San Diego County Detention Facility, 32 hours a week, providing psychiatric services to inmates.** PCSD has practiced in San Diego County since 1972, and has enjoyed a reputation for its state of the art treatment and quality of care. If you are eager and ready to join a cutting edge psychiatric medical group with many challenging opportunities, please contact Kristi Romero at kromero@psychiatriccenters.com, or (619) 528-4600 x6403; (619) 528-4625 (Fax).



Director of Diagnostic Imaging - Confluence Health (Wenatchee, WA)

The Director will be responsible for the overall control and function of the Diagnostic Imaging Services for all location of the Wenatchee Valley Medical Center and the Central Washington Hospital. These organizations are affiliating to form Confluence Health. The duties of this position include personnel management, policy decisions, budgeting, equipment purchase, planning and general management duties. Reqs a min of 10 yrs of clinical exp in one or more imaging modalities, min of 5 yrs of progressive supervisory and management exp in a diagnostic imaging dept, completion of a course in radiologic technology approved by ARRT, current ARRT or ARDMS license. Please visit our website, www.wvmedical.com, for a complete job description and to apply online.

Career Opportunities

To advertise call 425-577-1334
Visit cahnews.com to see all available jobs.



Shriners Hospitals
for Children®

Physician Assistant (Los Angeles, CA)

Shriners Hospitals Los Angeles is seeking a seasoned Physician Assistant to assist with pre-surgical evaluation and documentation for admissions and discharges for the hospital; facilitate and support post-surgical care for all patients which include helping with post-operative orders; answering nursing calls; assisting in the OR in larger orthopedic cases; participating in outreach clinics and scheduling and tending to weekly telemedicine clinics under the physician supervision.

Qualifications: Current Physician Assistant license must be active and unrestricted for the State of California. Graduate from an AMA accredited program. Certified by the National Commission of Physician Assistants. 2 years' experience in hospital. PALS Certification. BLS Certification. ACLS Certification. Bilingual Spanish is a plus.

Company Profile: Shriners Hospitals for Children is a one-of-a-kind international health care system of 22 hospitals dedicated to improving the lives of children by providing specialty pediatric care, innovative research and outstanding teaching programs. Children up to age 18 with orthopaedic conditions, burns, spinal cord injuries, and cleft lip and palate are eligible for admission and receive all care in a family-centered environment at no charge – regardless of financial need.

For more information, please visit our website at:

www.shrinershq.org/Hospitals/Main/

Preferred Method of Contact:

Contact Name: Sandra Sandoval

Company: Shriners Hospitals for Children

Type of Company: Children's Hospital/Healthcare/Non-Profit

Company Size (# of employees): 100-499

E-Mail Address (to send cover letters and resumes directly):

SHCLAjobs@shrinenet.org

Apply Online: www.shrinershq.org/Hospitals/Main/



Director of Clinical Services (Del Mar, CA)

PRIMARY RESPONSIBILITIES: Ensures quality evaluation and accurate diagnosis of patients. Serves on leadership team that ensures patients are appropriate for admission and determines appropriate level of care. Supervises all clinical staff, develops and administers all clinical programs. Reviews patient files to monitor treatment and case management practice to ensure that the highest level of care is provided at all times. Ensures that clinical programs meet standards required by regulating and accrediting agencies to include JCAHO. Conducts weekly clinical staff meetings. Reviews all patients complaints and addresses any concerns to assure resolution. Supervises and monitors the schedules of clinicians. Provides direct clinical services when needed. Serves 24-hour call for emergencies in coordination with the Chief Executive Officer. Familiar with diagnostic requirements and managed care requirements. Leads bi-weekly treatment team meetings

MINIMUM REQUIREMENTS: Ph.D. in Clinical Psychology, licensed in the state of California in good standing. Experience: Minimum of five years direct service experience in an inpatient behavioral health facility along with a minimum of three years supervision experience in an inpatient setting, preferably with adult population. Specific Skills: Knowledge of provision of clinical services in managed care settings, supervisory techniques, budgeting processes, quality improvement processes, and utilization management. Ability to write concise and clear reports, compile, analyze and summarize statistical data. Ability to communicate clearly and effectively. Provide leadership to a variety of individuals and act independently with good judgment

Casa Palmera is a free standing residential, holistic based, behavioral treatment facility treating individuals suffering from Chemical Dependency, Emotional Trauma and Eating Disorders. Treatment services employ an integrative approach combining holistic methods with traditional western medical and cognitive behavioral techniques including The 12 Step philosophy when appropriate clinically.

This is a full-time position. Only applications with references will be considered. Please email resume and salary requirements to careers@casapalmera.com



Manager, Multi-Specialty Clinic Operations (Truckee, CA)

SUMMARY: Responsible for all day to day operations within all MSC clinics; instituting clinical and operational systems into existing and newly acquired practices assuring their adherence to Hospital, State and Federal regulations.

ESSENTIAL DUTIES AND RESPONSIBILITIES: include the following: Institutes clinical and operational systems within existing and newly acquired practices. Oversees efficient and appropriate staffing. Develops and monitors training and competency programs. Responsible for business office systems in MSC including but not limited to registration, scheduling, billing, and coding. Works with System Manager to assure accuracy and completeness of the electronic medical record utilization. Assists in practice evaluations, assessments and in the planning for practice turnaround or practice integration for new practices. Identifies service areas for improvement and profitability. Provides liaison between practices, staff and hospital departments. Assures compliance with licensing and accreditation. Monitors clinic expenditures and staffing for budgetary compliance. Streamlines clinic operations for efficiency; promotes optimal clinic flow. Oversees customer relations; manages grievance system for MSC. Leads and coordinates clinical data tracking, capture and analysis for meaningful use. Demonstrates System Values in performance and behavior. Complies with System policies and procedures. Other duties as may be assigned.

SUPERVISORY RESPONSIBILITIES: Manages the activities of the Clinical personnel. Is responsible for the overall direction, coordination, and evaluation of the department. Carries out supervisory responsibility in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring and training employees; planning, assigning and direction work; appraising performance, rewarding and disciplining employees; addressing complaints and resolving problems.

EDUCATION AND EXPERIENCE: Bachelor's degree (B.A.) from four-year college or university or a combination of education and experience managing a multispecialty medical group. Experience in an RHC, or hospital based setting with multiple locations preferred.

LICENSES, CERTIFICATIONS: Required: Valid driver's license Preferred: Certificates in billing and/or coding.

To apply visit www.tfhd.com. For additional information contact Ann Mazzini at 530-582-3593.



Medical Group Administrator (Foster City, CA)

Pacific Partners Medical Group (PPMG) serves as one of the principal medical entities providing comprehensive primary care and specialist services in Santa Clara county and surrounding areas. The mission of PPMG's integrated group practice model is to operate with the highest ethical and professional standards to provide quality healthcare. PPMG operates like a clinic without walls, by linking physicians electronically to their patients, community hospitals, laboratory, diagnostic imaging facilities and other ancillary providers in order to achieve excellence as a Company.

The successful candidate should possess the following required qualifications: An advanced degree preferably in a field of health or business and/or a Bachelor's degree from a four-year college or university; or 7-10 years related experience and/or training; or equivalent combination of education and experience;

The ability to: Be responsible for the overall direction of the medical group including strategic planning, marketing, and financial performance; Establish strategic plans and guide implementation; Confer with executive management to plan operational objectives, to develop policies and procedures, to coordinate functions and operations between divisions, departments and satellite locations, and to establish responsibilities and procedures for attaining objectives. Review activity reports and financial statements to determine progress and status in attaining objectives and revise objectives and plans in accordance with current conditions; Direct and coordinate formulation of financial programs to provide funding for new or continuing operations and guide changes needed to reach financial goals; Represent the organization to major external authorities and constituencies; Plan and develop policies designed to improve the organization's image and relations with patients, providers, employees, and the general public; Select and evaluate performance of staff for compliance with established policies and objectives and contributions in attaining objectives. Previous supervisory skills are required. Proficiency in Microsoft Word and Excel is also required.

We offer a competitive salary plus a full package of benefits including a 401(k) Retirement Plan. For immediate consideration, please e-mail your cover letter, resume and salary requirement to human.resources@ppmsi.com or fax resume to (650) 372-9124.



QI Master Trainer Facility Site Review RN (Oxnard, CA)

The Master Trainer Facility Site Review RN is responsible for coordinating assigned regulatory, accreditation, clinical quality and/or service improvement programs; functioning as a leader for assigned health services initiatives, handling multiple large-scale complex initiatives; developing programs in compliance with accreditation and regulatory requirements/standards and monitoring ongoing program performance to maintain compliance; acting as a resource for training, policy and regulatory/accreditation interpretation; and may collaborate on national, regional and multi-plan initiatives.

Education and Required Experience: Bachelor's Degree in related field or an equivalent combination of education and experience with course studies in Business, Healthcare Management, etc. 2 years managed care experience. Data analysis experience. Experience in conducting training (small groups or individuals). Experience in Quality Improvement activities such as medical record review, Facility Site Reviews and/or utilization management activities. Experience in developing policies and procedures.

Preferred Experience: 3 years managed care experience. Quality management/regulatory experience with increasing responsibility. Experience completing Facilitation Site Reviews

Licenses and Certificates: All licenses and certificates must be maintained as a condition of employment. Certification as MASTER TRAINER (preferred). Valid California Driver License, transportation and automobile liability insurance in limits acceptable to the Gold Coast Health Plan. Must maintain a satisfactory driving record. Valid California Registered Nurse License

If interested in these outstanding opportunities, please submit application at www.CalOpps.org/member.cfm and click on Local/Regional Government Services. Attach a cover letter outlining your experience and education along with a resume.



Director of Clinical Services Ashley House (Enumclaw, WA)

Ashley House is a private, non-profit agency providing services for medically fragile children and their families. They have been providing this care since 1989.

Ashley House is licensed to operate group homes in Kent, Enumclaw, Brown's Point, Northshore, and Olympia.

Deering and Associates has been retained to recruit their new Director of Clinical Services.

Ashley House employs about 80 staff members.

We are looking for a Director of Clinical Services to provide oversight of our clinical programs. This is a full time position with regular business hours Monday through Friday, and occasionally weekends and evenings. The primary work location is at the Enumclaw house, with occasional travel to the other homes located in Tacoma, Kent and Olympia.

Requirements include: Bachelor's degree in Nursing, graduation from an accredited school of nursing, five years of progressively responsible pediatric work experience including two years in a supervisory or management capacity and a Washington RN license.

Ashley House provides a competitive compensation package that will be dependent upon experience and negotiated at time of hire.

For more information please contact:

George C. Deering
President
Deering and Associates
gdeering08@comcast.net
(425) 264-0865 (Office)

Prsrt Std
US Postage
Paid
Olympic Presort



Over 39,000 healthcare leaders receive Healthcare News publications each month. As a healthcare organization, doesn't it make sense to target recruiting efforts to the people most qualified to fill your jobs?

To learn about ways the California Healthcare News can help recruit your new leaders contact David Peel at dpeel@healthcarenewssite.com or 425-577-1334.

California Healthcare News[®]

cahcnnews.com | *Articles, Interviews and Statistics for the Healthcare Executive*