



MASSACHUSETTS GENERAL HOSPITAL

Job Title: Operations Manager - Off Campus Imaging – Chelsea

Job Location: Massachusetts General Hospital, Chelsea, MA

General Overview:

The Operations Manager is responsible for managing the business and patient care operations. Manages a multi-million dollar budget and is directly responsible for unit cost, expense, and net margin management. Operations Manager is also responsible for development of both the operating and capital budgets. Provides supervision for all clinical and clinical support personnel in a multi-modality operation. Is responsible for ensuring patient centered care, and referring physician satisfaction. Proactively measures the patient's experience in the department and provides innovative solutions to problems. Acts as a liaison to other Radiology and Hospital Departments.

Responsibilities:

Prepares budgets in coordination with Director and finance manager. Sets financial goals and attains them. Is responsible for the monitoring of operating budget throughout the year. Responsible for business plan development to introduce and support new clinical programs or technologies.

Assist with interviews, new hires, orientation, and supervises all clinical and clinical support in their area. Provides immediate supervision and corrective action (as needed), assigns work, evaluates performance and ensures on-going competency based and required training. Prepares and implements work schedules and project plans; includes work assignments and emergency coverage for evenings, weekends and holidays (as needed). Completes weekly time sheets; approves time off ensuring adequate staffing at all times and completes payroll functions.

Functions as a liaison between physicians and support staff, explaining Department procedures, resolving problems and coordinating activities which affect patient care. Ensures that all information regarding procedural or operational changes are communicated to appropriate Department and Hospital personnel. Fosters open communication with the main hospital campus staff.

Attends/participates in hospital meetings such as Business Development, Clinical Leadership and Quality and Safety. Responsible for safety activities to include root cause analysis. Works closely with Radiology Quality Management and Education and IT/PACS to identifying present and future needs. Ensures that all Department, Hospital, Joint Commission, DPH, and ACR guidelines are met. Helps manage assets, equipment needs, replacements and upgrades.

Ensures all images are pushed to PACS and that protocols are followed. Monitors daily schedules and computer templates.

Writes a weekly report that includes volume for each modality

Qualifications:

Bachelor's Degree required
ARRT and up-to-date Massachusetts license
CT or MRI subspecialty
Multi-modality Experience
Masters Degree preferred
BLS American Heart Association
5-7 years of related experience

Skills/Abilities/Competencies Required:

Supervisory experience
Excellent written/oral communication skills
Understanding of P&L statements
Ability to write a business plan
Financial Management understanding
Able to run a productive meeting and present in front of a large audience
Able to multi-task in a dynamic environment
Must have working knowledge in Windows and understand programs such Excel, PowerPoint and Word. Also have the ability to learn and understand Kronos, PeopleSoft, patient scheduling software such as Centricity.
Working knowledge of insurance verification process

Work Environment:

Office Work, sitting, standing, walking, carrying small boxes, moving scan room items such as MRI coils. Ability to work in any of the Off-Campus Imaging Centers and weekly travel to main hospital campus in Boston. Able to react in the event of a patient emergency and ability to help transfer a patient to a stretcher if necessary.