

CENTRAL MONTANA MEDICAL CENTER

**POSITION DESCRIPTION**

Manager RADIOLOGY

Position Title	Manager	Grade	
Department	Radiology	Exempt	<b>X</b>
Immediate Supervisor	Chief Operating Officer	Non-exempt	
Supervisor next in line	Chief Executive Officer	Workweek	<b>X</b>

**POSITION SUMMARY**

Radiology Manager will assist and support the Radiology Team with the daily clinical operations and workflow of the Radiology Department. These accountabilities include clinical/technical personnel selection, development/mentoring, coaching, counseling and disciplinary actions, patient care delivery, physician relationships, intradepartmental and interdepartmental activities, process improvement activities, customer relations, departmental Safety reporting and follow-up, quality of service and fiscal control. Involvement imaging student clinical rotations at CMMC, including but not limited to student selection and mentoring. Assists with the development of objectives, policies, and procedures for Radiology to formalize and implement the mission, vision, and values of Central Montana Medical Center.

The Manager of Radiology is accountable to the Chief Operating Officer, to direct and coordinate all activities concerned with Radiology. In addition, the manager must also have a broad spectrum of knowledge to Regulatory agencies, accreditation and reimbursement. The manager must also have a basic understanding of all radiology modalities and patient safety, The Manager must strive to reduce the overall cost of patient care while improving quality. The position Manager of Radiology must also perform all supervisory and management functions concerned thereof.

**Scope and Effect of Decisions/Comments**

The Managers decisions, effects of the positions and duties of others, a consequence of errors can be significant and negatively impact patient care. The Manager of Radiology must work within their limitations. Any situation the Manager feels is outside their scope shall be referred to the appropriate personnel. The Manager shall consult with Medical Direction and the Chief Operating Officer when deemed appropriate. The Manager shall contact relevant people on any errors within the department. The Medical Director and Chief Operating Officer review the consequence of error

**Continued employment and raises in this position are dependent upon Central Montana Medical Center's fiscal viability and:**

- Actions and communications that contribute to a team concept and create a **positive** environment for **all** customers
- Acceptable performance of essential and all job duties
- Acceptable attendance record
- Accountability for safety to self, patients, visitors and all customers, and care of equipment and building
- Adherence to departmental and facility policies and procedures, education requirements, compliance monitoring and reporting, and CMMC Code of Conduct, Accountability for the consequences of own actions
- Physical and emotional ability to perform essential functions
- Acceptable background investigation results if required for position

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**Minimum Education, Experience, Licensure, Certification required:**

<b>Education:</b>	Graduate of an AMA accredited course in Radiologic Technology
<b>Licensure:</b>	Montana license
<b>Certification:</b>	Registered ARRT
<b>Experience:</b>	Minimum of five years' experience and certification in one or more of the following: CT, MRI, Mammography, Ultrasound, and Nuclear Medicine

**ESSENTIAL FUNCTIONS/DUTIES:**  
(Must be able to perform with or without accommodation)

1	Supports and demonstrates Central Montana Medical Center's Vision, Mission and Values Statements.
2	Supervises the staff /students in the Radiology Department.
3	Performs the functions of interviewing, hiring, orientation and training of new and existing staff; staff scheduling, coaching/counseling and disciplinary action up to and including discharge as coordinated with the Director and Human Resources; and conducts performance appraisals.
4	Establishes methods to provide and receive timely feedback from staff to support transparent communication on both departmental and organizational initiatives.
5	Plans appropriate staffing practices by maximizing the utilization of resources; forecasts and anticipates the personnel needs of Radiology with regard to fluctuations in the patient workload; maintains staffing at agreed upon budgetary standards.
6	Recommends, implements, and evaluates plans and systems that assure sufficient number of qualified and competent staff to provide care/services
7	Adheres to administrative policies and procedures relating to human resource management.
8	Mentoring, selection and participation in Radiology imaging students' clinical rotations as needed for departmental needs.
9	Assists COO and Leadership Team with implementation and maintenance of departmental service policies and procedures
10	Practices process improvement principles to assess and improve the quality of the service/care provided within the department.
11	Assures and monitors compliance with regulatory standards (i.e. DNV, OSHA, ACR, MQSA, etc.). Maintains competency in all organizational, departmental, and outside agency safety standards relevant to job performance
12	Maintains and displays an appropriate degree of clinical expertise in applicable disciplines. Serves as a resource for physicians, other health care providers, health system partners, patients/residents, and families.
13	Serves as a contact/consultant for health system partners as it pertains to Radiology imaging protocols, procedures, and guidelines.
14	Prevents, minimizes, and/or corrects risks to patient's families, physicians, and other health care providers. Investigates unusual occurrences and follows appropriate procedure
15	Provides consultation for patients care related concerns and acts as a patient and staff advocate as needed.

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16	Review of and follow-up to Safety reports. As a result, identifies areas of concern or opportunities to minimize unusual safety events as it involves our imaging services.
17	Participates in Root Cause Analysis processes and investigations and Safety Committee report outs as requested.
18	Organizes ongoing communication between all health care providers regarding aspects of patient care and unit functioning. Acts to resolve conflicts in a timely manner. Develops collaborative relationships with physicians to enhance quality practice
19	Provides with both short- and long-term planning for the Radiology Department functions
20	Provides departmental budget preparation process, including but not limited to volume forecasting and Capital budget strategy and planning.
21	Shared participation and attendance, with Radiology Leadership, for various Organizational Committees that has implication and involvement of Radiology services (i.e. Hand Hygiene Committee, Supply Chain Committee, Safety Liaison Committee, Breast Tumor Committee, etc.).
22	Collaboration with CFO and COO in review and analysis of current FY Budget to provide more clear insight on potential budget variances and budget performance
23	Participates in assessments, provides input, and supports decisions on Radiology Capital Equipment as requested
24	Participates in the development of and assists with implementation of an education plan that addresses individual and departmental needs
25	Identifies needs and sets goals for own professional growth and development, meets all mandatory system/departmental educational requirements
26	Creates an environment in which personnel can realize personal growth and development through active participation in departmental decisions, opportunities for professional growth and consistent application of personnel policies
27	Supports and models behaviors consistent with CMMC's mission, vision, values, code of business conduct and service expectations. Meets all mandatory organizational and departmental requirements. Maintains competency in all organizational, departmental, and outside agency standards as it relates to the environment, employee, patient safety or job performance.
28	Performs all other duties as assigned or as needed to meet the needs of the department/organization
29	Responsible for overall operation of Radiology Departments.
30	Completes employee evaluations on time, offers guidance for professional growth when/where appropriate.
31	Develops and demonstrates effective communication tools to disseminate information and to interact with departments and organization's staff.
32	Participates in meetings and events as required or requested. This includes manager meetings and Morning huddles
33	Completes required productivity reports in a timely manner.
34	Coordinates and develops and maintains charge systems for Radiology.
35	Coordinates/develops Quality assurance and risk management for Radiology.
36	Maintains and updates policy and procedure manuals for Radiology. Writes/ revises / trains the policy and procedure manual to staff
37	Evaluates equipment/supply needs for department and delegates responsibilities for inventory as appropriate. Maintain only necessary inventory.

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39	Collaborates with all other CMMC Departments in a way that supports the overall mission of CMMC
40	Remains current on what technology offers in regard to Radiology.
41	Evaluates purchasing sources and contracts for equipment, supplies, and to assure quality and cost effectiveness. Coordinates acquisition of supplies with the hospital purchasing department
42	Remains updated on computer hardware and software. Has the ability to understand and utilize a basic spreadsheet, database and word processor.
43	Answers questions and concerns of Radiology to the public.
44	Monitors payroll, staffing, and overtime requirements
45	Communicates regularly with physicians and staff to answer technical questions, resolves inquiries or concerns, provides information on new services, charges, or CPTs, and educates on medical necessity and compliance issues
46	Designs, maintains, and generates charge master
47	Educates nursing departments, physicians, and staff on therapies and diagnostic testing order Entry and report retrieval in the HIS
48	Participates on hospital committees and task forces as required or requested.
49	Maintains safety training and ongoing compliance with regulations. Coordinates evaluations and education with other CMMC departments to assure hospital staff activities are consistent and compliant
50	Maintains and is accountable for tracking and keeping informed on all Radiology Service contracts

**Knowledge, Skills, Abilities:**

- Willingness To assume additional duties when requested and to aid others when indicated
- Ability to adapt to fluctuations in workload.
- Ability to work under timelines.
- Ability to provide Procedures to patients with compassion, dignity and excellence.
- Ability to anticipate the needs of the department such as but not limited to inventory.
- Communication skills to effectively relate to/with patients/customers, physician office staff, co-workers, subordinates' families, and the public.
- Judgement to seek guidance and direction from the COO when needed.
- Willingness to look for ways to improve patient care and promote cost effectiveness in doing so.
- Thorough knowledge of CMMC policies and procedures both organizational and departmental
- Advanced knowledge and experience with regulatory standards (i.e., DNV, OSHA, ACR, MQSA, etc.)
- Management and leadership principles and theories
- Patient Safety Standards
- Radiology services and practices, patient care within scope of practice
- Reimbursement methodologies and requirements as it relates to radiology services
- Health care trends surrounding Radiology modalities and practices
- Professional effective communication skills, verbal and written
- Application of personal protective equipment (PPE) for patient and staff safety

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- Infection control procedures

**Skills in:**

- Advanced verbal and written communications skills
- Budgeting and fiscal controls
- Analytical skills necessary to organize daily work, interpret data, and maintain simple to moderate complex records
- Analyzing procedures and developing processes to increase effectiveness and efficiency in daily operational/technical aspects of laboratory
- Application of effective leadership principles
- Maintain clinical skill levels and remain competent in performing role
- Demonstration of leadership skills and empowerment principles
- Time management, organization, and prioritization
- Effective skill and ability in conflict resolution
- Working with Microsoft Office programs (i.e., Outlook, Windows, Word, Excel)
- Ability in/to:
- Demonstrates person accountability in all facets of role and responsibilities
- Ability to deal with difficult situations in a mature and professional manner
- Maintain composure in a position that has considerable deadlines, customer contact and high volume.
- Establish and maintain effective, professional, and collaborative working relationships
- Interpret policies and procedures; identify non-compliance and take appropriate action
- Utilizes time management concepts to maximize time effectively
- Work independently
- Interpret, adapt, and apply policies and procedures; identify non-compliance and take appropriate action
- Perform detailed complex analyses often involving a series of steps and variables
- Collaborate with members of radiology and organization to improve organizational outcomes
- Recognize confidentiality is an ethical, moral, and legal responsibility; accesses and discloses information on a need-to-know basis
- Communicate clearly and effectively both verbally and written
- Maintains flexibility to facilitate change and manage frequent interruptions and adapt to a variety of workload assignments
- Incorporate cultural diversity and age-appropriate care into all aspects of communication and patient care; scope of services provided will encompass age groups ranging from infant through geriatric
- Acts as a resource in various modalities within the Radiology department

**Complexity and Difficulty:**

- Develops and maintains sound working relationships with physicians, staff, management, and others.
- Decisions regarding human resource management may have legal implications
- Decisions regarding budgeting and fiscal control have direct impact to the financial viability of the departments/organization

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**OCCUPATIONAL EXPOSURE** for this position:

<b>X</b>	Category I	Direct contact with blood or other bodily fluid to which universal precautions apply
	Category II	Activity performed without blood/bodily fluids exposure, but exposure may occur in emergency
	Category III	Task/activity does not ordinarily entail predictable exposure to blood/bodily fluids

**OTHER EXPOSURE** for this position:

<b>X</b>	<b>Radiation</b>	
<b>X</b>	<b>Noise</b>	
<b>X</b>	<b>Airborne Contaminant</b>	

**PHYSICAL DEMANDS:**  
(Essential functions strength rating for position - see Job Analysis)

	<b>Sedentary</b>	Exert up to 10# occasionally or negligible force frequently
	<b>Light</b>	Exert up to 20# occasionally, < 10# frequently or negligible force constantly
	<b>Medium</b>	Exert up to 50# occasionally, up to 25# or up to 10# constantly
<b>X</b>	<b>Heavy</b>	Exert up to 100# occasionally, up to 50# frequently or up to 20# constantly
	<b>Very Heavy</b>	Exert > 100# occasionally, > 50# frequently or > 20# constantly

**I HAVE READ AND UNDERSTAND THIS POSITION/JOB DESCRIPTION, AND HAVE BEEN PROVIDED THE OPPORTUNITY TO ASK QUESTIONS AND RECEIVE APPROPRIATE ANSWERS. I ALSO UNDERSTAND THAT REASSESSMENT OF ABILITIES TO MEET POSITION REQUIREMENTS MAY BE PERIODICALLY REEVALUATED.**

Employee's Signature	Supervisor's Signature	Date