

Jurisdictional Class: Competitive  
Adopted: February 11, 1993  
Revised: April 1, 2012

### **DIRECTOR OF PATIENT SERVICES**

**DISTINGUISHING FEATURES OF THE CLASS:** Health care programs meet the special needs of the defined population group in the areas of improved continuity of care, access to services, cost effectiveness, and efficiency. This professional administrative position is responsible for directing, planning, implementing, coordinating, and evaluating the health care programs under its jurisdiction including overall responsibility for directing Article 28 and Article 36 of the New York State Certificate Program. In addition, the position oversees the programs for children with special healthcare needs and directs the Article 25 and 89 component of this NYS Program. This position is responsible for general financial operations including budget development, justification, oversight, implementation, and resource allocation. This position has direct responsibility for all personnel under its administrative jurisdiction in order to assure safe, effective, and efficient patient care services. The work involves responsibility and accountability for the oversight of documentation of patient services according to guidelines set by agency policy, legal mandates, and professional standards of practice. The work is performed under the general direction of the Public Health Director with leeway allowed for the exercise of independent judgment in carrying out the details of the work. Supervision is exercised over the work of professional and clerical staff. The incumbent does related work as required.

### **TYPICAL WORK ACTIVITIES:** (Illustrative only)

Directs the operation of Articles 28, 36, 25, and 89 of the New York State Certificate Program and assures work is completed to meet Article 6 requirements;

Oversees assessment of population(s) in order to identify needs of families and individuals who would benefit from health promotion/intervention or who are at risk of illness, injury, disability, or premature death;

Participates in work projects and oversees planning, implementation, coordination, and evaluation of the agency nursing programs;

Monitors and analyzes performance indicators for trends, effect, and progress with specific individuals and/or programs;

Oversees recommended evaluations to determine the efficacy of the interventions on the health status of individuals;

Promotes participation in surveys, studies, and research in the field of nursing and patient services;

Develops policies and procedures for the operation of the unit in accordance with New York State and Federal Regulations;

Supervises senior professional and support staff, counsels and disciplines as needed, completes and oversees required employee performance evaluations of employee performance, and completes and oversees steps toward termination as necessary;

Develops, directs, and evaluates unit leadership and training programs and systems including orientation, mentoring, analysis of training needs, and development of training programs;

Establishes and leads teams addressing work improvement and/or development of projects/programs;

Identifies and recommends changes in operations, initiation and/or termination of programs/services based on assessment, and analysis of community needs, applying legal, fiscal, and evidence based best practices;

Advocates for, sets policy, and is involved with organizations that establish policy, and assists the department to receive and obtain needed operational programs, resources, and systems to benefit the patient population and community;

## Director of Patient Services

- Recruits, hires, and/or negotiates contracts for qualified staff, and interprets and applies appropriate benefit/regulatory requirements;
- Develops procedures for systematic evaluation/auditing of agency programs and effectiveness of services provided;
- Develops and mobilizes community partnerships and alliances to address priority community health needs that take into account available resources and the range of the activities contributing to health and prevention of illness, injury, disability, and premature death;
- Oversees required operational quality assurance and improvement committee activities including professional advisory, utilization review, corporate compliance, and accreditation activities;
- Interprets and communicates agency services and policies to the general public, recipients of services, and other health service providers and community partner organizations;
- Collaborates intra- and inter-departmentally and with local, regional, and state partners to further the mission of the Health Department;
- Writes and oversees grants for program development;
- Plans and oversees general operating budget;
- Participates in and ensures that Unit workforce participate in training for Incident Command System, emergency response and drills, and responds to community emergencies/disasters as part of the Public Health Response requirements;
- Works with Director to establish, implement, and monitor Department's strategic plan.

### **FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES & PERSONAL CHARACTERISTICS:**

- Comprehensive knowledge of current nursing practices and administration, health care programs administration, health economics, and legislation;
- Comprehensive knowledge of community organization;
- Working knowledge of research methods;
- Proficiency in analytic assessments, health sciences, financial planning and leadership, management, and critical thinking skills;
- Ability to plan, organize, and direct the activities of others;
- Ability to describe and apply skills of core competencies within the context of the essential public health services;
- Ability to plan, organize, and direct activities in accordance with ANA Code for Professional Nurses and for other applicable codes and regulations;
- Ability to establish and maintain cooperative working relationships;
- Ability to communicate effectively orally and in writing;
- Sensitivity to individual client needs with the ability to approach situations and establish policy that take into account diversities and cultural differences;
- Ability to monitor and analyze financial and billing processes necessary to assist with reimbursement;
- Ability to use and request technology systems for accurate, efficient, and secure data management and communication;
- Flexibility;
- Sound judgment.

**MINIMUM QUALIFICATIONS:** Either:

(a) Graduation from a regionally accredited or New York State registered college or university with a Master's Degree in Nursing, public health, or a field relevant to community health nursing administration and two (2) years of satisfactory nursing experience in a supervisory capacity in a certified home health agency, long-term health care program, community health, public health or preventative health care program; or

(b) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's Degree in Nursing and four (4) years of experience as a Supervising Public Health Nurse in a certified home health agency, long-term health care program, community health, public health or preventative health care program; or

(c) An equivalent combination of experience and training as defined by the limits of (a) and (b) above.

**SPECIAL REQUIREMENT:** Candidates must possess licensure and current registration to practice as a Registered Professional Nurse in New York State at time of appointment.

Qualifications are regulated by New York State Department of Health Sanitary Code.