



Rancho Los Amigos National Rehabilitation Center

OUTPATIENT SERVICES

POLICY AND PROCEDURE

SUBJECT: Outpatient Administrator Duties and Responsibilities

Policy No.: 2.02.01

Revision Date: 02/2022

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- I. Purpose. To describe the duties and responsibilities of the Outpatient Administrator.
- II. Definition.
- a. The Outpatient Administrator reports to the Chief Clinical Officer and works directly with the Outpatient Medical Director and Chief of Primary Care Services, Outpatient Medical Director and Chief of Specialty Services, and the Assistant Nursing Director – Administration.
 - b. The Outpatient Administrator oversees the administrative functions of the Outpatient Services department.
 - c. With the other leaders, this role helps to lead the Outpatient Services team in:
 - i. Directing the provision of high-quality, patient care services,
 - ii. Engaging in process improvement,
 - iii. Establishing and implementing policies, procedures, and best practices,
 - iv. Monitoring quality,
 - v. Supervising staff, and
 - vi. Other duties as assigned.
- III. Responsibilities.
- a. Works directly with the Outpatient Medical Director and Chief of Primary Care Services, Outpatient Medical Director and Chief of Specialty Services and the Assistant Nursing Director – Administration, to:
 - i. Implement and coordinate services provided by the clinics, including direct patient care, ancillary and support services,
 - ii. Ensure daily operations are effective, patient-centered, and resource-efficient,
 - iii. Develop policies, procedures, and best practices
 - iv. Support DHS, hospital and departmental strategic goals and plans,
 - b. Establishes relationships and represents department with internal and external customers,
 - c. Provides administrative oversight for business operations,
 - d. Coordinates administrative activities,
 - e. Ensures compliance with regulatory standards.
- IV. Authority:
- a. The Outpatient Administrator (or Designee) has the authority, in conjunction with the Outpatient Medical Director and Chief of Primary Care Services, Outpatient Medical Director and Chief of Specialty Services, and the Assistant Nursing Director – Administration, to:
 - i. Allocate and deploy resources,
 - ii. Institute and effect policy at the direction of the Chief Clinical Officer, on behalf of Executive Council or Chief Executive Officer,

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COUNTY OF LOS ANGELES • DEPARTMENT OF HEALTH SERVICES

- iii. Manage and oversee clinic operations,
- iv. Participate in the selection and evaluation of personnel assigned to the department.