

# DECATUR HEALTH

## JOB TITLE: PHYSICIAN ASSISTANT

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**Exempt (Y/N):** Y

**Department:** FAMILY PRACTICE CLINIC  
Director, CEO

**Supervisor:** Clinic Manager, Medical

**Prepare Date:**            **Revise Date:**

**Employee Name: (Print)** \_\_\_\_\_

**Employee Signature** \_\_\_\_\_ **Date:** \_\_\_\_\_

**VP Clinic Operations Signature** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Medical Director Signature** \_\_\_\_\_ **Date:** \_\_\_\_\_

### **I. JOB SUMMARY:**

#### **A. POSITION PURPOSE:**

1. Under direction of a physician, provide direct patient care including gathering detailed history and performing physical exams. Performs or orders tests and interprets results, administers therapeutic procedures as directed, instructs care and maintains medical records of inpatients, outpatients, clinic patients, and Emergency Department patients.

Is held accountable for policies and procedures of the department and organization. Additionally, the position serves as a role model for ethical management behavior and promotes an awareness and understanding of positive ethical and moral principles consistent with the Mission, Vision and Behavior Standards of Decatur Health.

#### **B. NATURE AND SCOPE:**

The employee reports directly to the Medical Director. The employee works collaboratively with all executives and managers as needed to assist in the achievement of organizational objectives.

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### **II. ORGANIZATIONAL SUMMARY:**

A. Reports to: Medical Director

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B. Supervises: none

C. Key Working Relationships: **Physician, Medical Staff, Clinic Manager,  
Clinic RN, other Clinic Staff and  
all Department Directors**

D. Primary Customer Groups: **All employees, potential new employees, Vendors**

E. Age of Patients Served:

\_\_\_ Neonatal      \_\_\_ Adolescent      \_\_\_ Geriatric      \_\_\_ Not Applicable

\_\_\_ Pediatric      \_\_\_ Adult        X   All Ages

**III. STANDARDS OF CONDUCT:** Demonstrates an understanding of our values and the standards of conduct derived from them, and acts in a manner consistent with a commitment to both as identified by Decatur Health.

1. Treats patients, visitors, co-workers and others in a courteous, helpful and respectful manner.
2. Treats all verbal, written, or electronic information about patients, co-workers or other medical center business confidentially.
3. Performs job consistent with Decatur Health's quality goal of meeting or exceeding the needs and expectations of those we serve.
4. Exercises good faith and honesty in all dealings and transactions with co-workers, patients, vendors and other businesses.
5. Effectively balances the technical demands of the job with meeting the needs of the individual person served.
6. Avoids waste and inappropriate use of supplies, and performs duties with concern for the financial impact of the department and organization.
7. Demonstrates a sense of community through a willingness to share talents, ideas, and time for special projects beyond the scope of the regular work routine.
8. Demonstrates a respect for other departments and the services they provide.
9. Offers helpful suggestions for organizational and departmental operations and seeks new and more efficient ways to handle routine activities.
10. Avoids conflicts of interest and/or appearance of conflicts.
11. Reports any/all wrongful, illegal, or questionable acts witnessed within the scope of services and operations of Decatur Health.

**IV. BEHAVIOR STANDARD REQUIREMENTS:**

**A. Appearance:**

1. Maintains a Professional Personal Appearance, and abides by the dress code at all times while working and representing Decatur Health.
2. Demonstrates actions that support maintaining a positive and clean facility appearance.

**B. Attitude:**

1. Acknowledge Customers; Smile and maintain eye contact.
2. Apologize for Problems, Inconveniences, and Wait Times.
3. Thank all customers for choosing Decatur Health

**C. Respect:**

1. Treat customers (patients, guests, colleagues) as I would want my family treated.
2. Treat colleagues (employees, physicians, volunteers) as professionals.
3. Be accountable in meeting customers' requests and needs.
4. Recognize and respect differing viewpoints and beliefs.
5. Respect for diversity and perspective of all people.

**D. Ownership/Accountability:**

1. Act as an ambassador of Decatur Health
2. Anticipate and exceed customer needs and expectations.
3. Understand and accept responsibilities.
4. Demonstrates a proactive approach to all issues/problems/concerns.

**E. Communication:**

1. Acknowledge customers.
2. Keep customers appropriately informed.
3. Use proper voice and e-mail etiquette.
4. Use proper and professional Telephone etiquette.
5. Demonstrates positive and proactive communication skills to include active listening.

**V. ESSENTIAL FUNCTIONS:** (Other duties as assigned)

1. Attend work as scheduled
2. Comply with the Code of Conduct
3. Treat patients who seek medical attention at Decatur Health, within the appropriate scope of service
4. Provide medical services, within the scope of services, to patients at Decatur Health when medically necessary
5. Coordinate patient care with other providers and/or specialists as needed – referrals
6. Participate in monthly Medical Staff meetings and Clinic meetings
7. Provide coverage to the Emergency Department as requested
8. Complete assigned tasks and documentation in the medical record
9. Create and complete documentation in the medical record per patient encounter within 10 days of service consistent with other industry standards.
10. Maintain patient charts at the hospital per approved policy requirements
11. Participate in the quality improvement activities of the clinic
12. Assist in the development, review and implementation of hospital and clinic policies, procedures and protocols
13. Provide public education as requested
14. Participate in various required meetings (Quality, Risk, Infection Prevention, Peer Review, etc.)
15. Communicate with patient and family members the plan of care
16. Interpretation of diagnostic testing
17. Provide education to staff as requested
18. Actively model Decatur Health's mission, vision, values and behavior standards
19. Perform other duties as assigned
20. Adhere to the behavioral standards of performance

**VI. COMMUNICATION:**

1. Provides accurate, concise and effective oral and written communication.
2. Provides timely information to staff and others.
3. Utilizes appropriate channels when necessary.
4. Promotes positive environment conducive to teamwork, innovation, and positive morale.

**VII. PLANNING:**

1. Sets short- and long-range goals consistent with Decatur Health objectives, and in alignment with Decatur Health's strategic plan. Monitors and revises as necessary.
2. Makes effective use of technical and human resources to attain established goals.
3. Prioritizes schedules and completes work in a timely and productive manner.
4. Collaborates with peers and supervisor in establishing goals, objectives and plans.

**VIII. ASSESSMENT/PROBLEM SOLVING:**

1. Uses a systematic coordinated process for problem-solving and decision making to bring problems to successful resolution.
2. Uses sensitivity, awareness, and observatory powers to recognize potential problems.
3. Assesses relative importance, determines responsibility for resolution, and identifies/reviews outcome.
4. Assesses perceptions of those involved tailoring the approach to the person or situation.
5. Demonstrates ability to effectively resolve conflicts.

**IX. LEADERSHIP:**

1. Ensures safe work habits, compliance with safety rules and regulation and adheres to safety policies and procedures.
2. Works through issues to completion with follow up in a timely fashion.
3. Makes sound and timely management decisions.
4. Creates an environment conducive to positive morale.
5. Understands limitations of self and seeks council and advice when expertise is not yet fully developed in a particular arena.
6. Assists in development of staffing patterns that are safe, cost-effective and conducive to quality customer service.

#### **X. SAFETY:**

1. Annually demonstrates competency in required annual training as requested.
2. Identifies potential hazards and security issues, reports to appropriate department and Safety Officer or Committee.
3. Does not perform unsafe acts and uses safe practices.
4. Helps create a safe work environment for employees, patients and others free of hazards by; preventing clutter, cleaning contaminated work surfaces, removing dangling cords, reporting frayed cords, reporting poor lighting, wiping up spills etc.
5. Promotes safety awareness through attending safety in-services and programs.
6. Remains current on all safety regulations and monitors work place in order to quickly resolve potential safety hazards before they develop.
7. Always wears and uses appropriate personal protective equipment according to department policies, OSHA and Material Safety Data Sheets.
8. Participates in compliance monitoring of employee health and safety policies and procedures.
9. Completes Injured Employee Report concerning any accident or injury before end of work shift on day of occurrence.
10. Complies with Decatur Health's smoking policy.
11. Failed equipment is handled and reported in accordance with the Safe Medical Devices Act and according to Decatur Health procedure.

#### **XI. SPECIAL SKILLS AND ABILITIES REQUIRED:**

1. Analytical skills to develop policies, procedures, etc.
2. Interpersonal skills to negotiate and interact with all levels of internal and external contacts.
3. Managerial skills for planning, budgeting, directing, scheduling, etc.
4. Ability to manage multiple priorities.
5. Ability to speak and present information to audiences of all sizes.
6. A knowledge of computer software to include: Word, Power Point, Excel
7. Ability to use the internet for research and communications.
8. Must possess a keen understanding of the organization and other general health care operations; excellent management skills; good computer understanding and skills; excellent communications skills; strong change management skills; must demonstrate personal traits of a high level of commitment, motivation and energy; team orientation; professionalism; trust; personal honesty and integrity; and a demonstration of placing others in a place of high value and treating them with dignity and respect.

#### **XII . KNOWLEDGE, PRACTICAL EXPERIENCE & LICENSURE/REGISTRATION REQUIRED:**

1. Education: Graduate of an accredited Nurse Practitioner school
2. Experience: Position requires considerable assertiveness, independent decision-making, and excellent organizational and communication skills. Prefer Family Medicine with Emergency Medicine experience.

3. Preferred licensure/certification: Current Kansas Nurse Practitioner license, Certification in BLS, ACLS, ATLS, and PALS

### **XIII. PHYSICAL REQUIREMENTS:**

Ability to lift up to 15 pounds and carry up to 15 pounds occasionally; will involve some stooping, kneeling, crouching and/or crawling, pushing and pulling with frequent standing and walking; requires manual dexterity with ability to perceive size, shape, temperature or texture; auditory and visual acuity required with attention to verbal abilities and color discrimination.

### **XIV. WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually quiet.