

# FLORIDA HEART ASSOCIATES

## JOB POSTING

### ARRHYTHMIA SERVICES MANAGER – FULL-TIME

#### REPORTS TO: CEO

**GENERAL DUTIES:** Coordinates and directs patient care and related activities of the Facility according to accepted standards. Responsible for administrative and operational activities as well as the outcomes related to the services performed in this department. This includes this department's productivity, quality, staff development, budget, vendor and patient relations and ensuring department meets the requirements of appropriate regulatory bodies. Works closely with this department's medical director(s), FHA's administrative staff and other members of the medical staff in the performance of these duties

#### DUTIES INCLUDE, BUT NOT LIMITED TO:

1. Helps to establish/implement goals, objectives, policies, procedures, and systems for the assigned departments under the direction of the CEO.
2. Participates in the development and implementation of long-range plans and budgets.
3. Serves as a clinical resource for the department.
4. Selects, trains/orientates, and supervises department personnel. Accountable for work assignment and daily operations.
5. Authority to hire, counsel and terminate staff.
6. Evaluates performance and recommends merit increases, promotions, and disciplinary actions.
7. Resolves problems and ensures compliance with regulations, standards, codes and core values.
8. Assists fiscal management and other administrative staff to develop/implement cost effective policies and procedures for all operational areas including bookkeeping, billing, insurance, fee schedules, credit/collections, purchasing, data processing and space allocation.
9. Overall responsibility for maintaining department productivity within time constraints.
10. Monitors patient flow and handles complaints.
11. Guides patients through the various healthcare systems and care/treatment processes, working to overcome obstacles that are in the way of the patient receiving the care and treatment they require in an efficient manner as possible.
12. Collects data, prepares reports, answers correspondence, and complies statistics as directed.
13. Attends required meetings and participates in committees as requested.
14. Participates in professional development activities and maintains professional affiliations.
15. Troubleshoot critical device issues and take immediate steps toward resolution.
16. Collaborate with physicians regarding device status and accurately document device analysis in EMR for review.
17. Educate patients on all aspects of their device including remote monitoring and follow-up protocols.
18. Ensure charges are accurately captured for device interrogation.
19. Recommend and schedule appropriate follow up for ongoing device management in EMR and remote websites.
20. Assist nurses and non-physician practitioners in the delivery of patient teaching.
21. Serve as a resource to physicians and other practice employees regarding device patients and services.
22. Backup the Clinic Manager when required.

23. Keep equipment in good working condition and notify appropriate personnel of problem areas or safety issues..
24. Ensure device clinic rooms are adequately stocked with necessary supplies and reorder/restock accordingly.
25. Participate in positive, proactive inter- and intradepartmental communication.
26. Promote a healthy clinical environment and good working relationships.
27. Participate in professional development activities and maintain professional affiliations and certifications.
28. Maintains patient confidentiality.
29. Perform other duties as assigned by supervising manager.

**PERFORMANCE REQUIREMENTS:**

Knowledge of standard policies, procedures and protocols to supervise the department directly. Knowledge of arrhythmia standards to evaluate work of arrhythmia nurses and technologists. Knowledge of anatomy and physiology. Knowledge of arrhythmia medicine, equipment and testing. Knowledge of safety requirements to provide instructions and to recognize correct hazardous conditions. Skill in training staff in equipment operations and procedures. Skill in writing reports and preparing correspondence. Skill in developing and maintaining department quality assurance. Skill in establishing and maintaining effective working relationships with patients, medical staff and the public. Skill in identifying and resolving problems. Ability to collect and analyze statistics and other data. Ability to communicate clearly.

**EDUCATION:** BSN preferred

**EXPERIENCE:** Preference will be given to candidates with the following experience: 3 years of experience as a cardiac nurse and 1 year of management experience. ATI/Prep MD certification or a minimum of three (3) years experience analyzing and reprogramming cardiac pacemakers, ICDs, biventricular devices and ILRs (Biotronik, Boston Scientific, Medtronic, and St. Jude Medical) or cardiac device technology certification from a recognized device training school. Experience reviewing and managing remote device transmissions (Biotronik, Latitude, Carelink and Merlin).

**CERTIFICATE/LICENSE:**

- Florida State nursing license
- BLS, ACLS

