

## **PROGRAM MANAGER**

Manages all aspects of the telemedicine department including but not limited to staff, programming and system implementation, hardware/software requirements, system/user priorities, and workflow. Responsible for planning, designing, controlling, directing, coordinating, and evaluating the performance and status of all resources (personnel, hardware, software, bandwidth, etc.) of the telemedicine department.

### **DUTIES AND RESPONSIBILITIES**

1. Reviews and establishes departmental policies, procedures and plans.
2. Develops and directs telemedicine priorities for the organization in concert with and at the direction of leadership.
3. Develops and directs the collection, analysis, maintenance and reporting of statistical data to identify, diagnose, and correct problems/factors affecting performance, to track utilization, and other needs.
4. Designs methods and procedures for efficiency, productivity, and control of operations and coordinates day-to-day operations.
5. Provides planning, consultation and advisory services on telemedicine development and issues to determine feasibility and applicability to organizational needs.
6. Maintains effective communication and awareness by consulting with physicians, physician offices, affiliates, and department directors and/or representatives to discuss telemedicine needs and directions.
7. Reviews and establishes job responsibilities and authority, objectives, and standards of performance for subordinates; coordinates on-the-job training and orientation; responsible for morale, attitude and retention of employees.
8. Prepare the departmental annual budget and with on-going review and action assure that budgeted objectives are achieved and that cost and expense objectives are met.
9. Represent the organization on appropriate telemedicine-related activity and/or planning groups on a regional and national level.
10. Supervise the administration of telemedicine-related grant funds. Serve on any and all grant fund related committees (federal, regional, state, and local).
11. Be knowledgeable on public policy issues and the possible impact to telemedicine services and actively advocate and build the awareness for telemedicine at local, state, and federal governmental levels.
12. Balances limited resources with conflicting priorities.
13. Oversees the coordination of scheduling for all related facilities (bridge activities) for all intra-network, and inter-network conferences.
14. Oversees the coordination efforts with the Education Departments on the availability of programs to be broadcast via telemedicine.
15. Approves the purchase, license, or other acquisition of telemedicine-related systems for the organization in order to encourage cohesion and compatibility.
16. Performs and assumes other duties and responsibilities as may be required at the direction of the administrative leadership (identify the supervisory leader role).

## **CLINICAL COORDINATOR**

Be responsible for developing and enhancing clinical telemedicine applications. This includes, but is not limited to, consulting with rural partner sites to determine and to assess their clinical needs and requirements; establishing and documenting proper procedures and policies regarding telemedicine consultations; and training personnel involved. Regular travel within the five state region is expected.

### **DUTIES AND RESPONSIBILITIES**

1. Serve as primary liaison with primary care physicians and their clinical staff.
2. Assist clinicians develop telemedicine applications.
3. Promote the awareness of telemedicine usage/applications among the nursing community and allied health professionals within the organization and the region.
4. Develop/Manage/Coordinate clinical efforts within the organization and at rural partner sites by providing sensitivity to the needs and concerns of the clinical staff and assisting in the resolution of problems as well as uncovering possible opportunities.
5. Work with the Lead Clinical Coordinator and other clinicians to conceptualize and develop clinical applications.
6. Assist the clinicians during consultations when necessary.
7. Train rural partner site nurses, physicians, and care extenders to perform clinics.
8. Become familiar with issues and concerns that may arise regarding patient billing.
9. Be involved with educational programming and help lead participants to begin clinical programming.
10. Participate in appropriate documentation of usage, satisfaction, and other relevant statistical information.
11. Travel to partner sites to promote clinical involvement of rural clinicians.
12. Work in cooperation with the telemedicine staff to develop appropriate guidelines and policies/procedures.
13. Be knowledgeable on public policy issues and the possible impact to telemedicine services.