



Physical and Occupational Therapy Regional Director

POSITION SUMMARY

The Physical and Occupational Therapy Regional Director maintains the overall responsibility for the Therapy Department and manages all aspects of the Therapy programs. This position directs all activities of the department within the framework of the established philosophies, objectives, and policies of TOC.

ESSENTIAL FUNCTIONS

- Lead the expansion of Therapy services through new programs and the opening of new locations throughout the TOC regional service areas
- Ensure excellent customer service to our patients and accommodate to their needs to ensure a positive rehabilitation experience in our Therapy facilities
- Continuously develop and improve, implement and uphold the policies of the Therapy department, and take corrective action when necessary
- Monitor staffing ratios to patient volume to ensure clinics are neither under- nor over-staffed
- Meet with the Therapy leadership teams on a monthly basis for direction and guidance on department performance and company initiatives
- Assist the Clinic Managers in reporting performance results of their teams, holding these individuals accountable to their goals and recommend bonuses based on the completion of these goals
- Select, employ, control and recommend discharge of team members or direct other individuals in supervisory or management roles within the therapy department to do so
- Assist in the development and annual review of budgets, in coordination with team members, to reflect expected trends in patient volume, expenses and reimbursement
- Ensure required reports are provided from each clinic and produce weekly statistics required for team member education
- Influence team members and shape their behavior to create work environments that are both positive and reinforcing
- Provide annual team member evaluation and performance reviews and recommend pay adjustments where necessary
- Develop and implement team member educational programs and in-services
- Serve as a liaison between the Therapy clinical team members and TOC physicians

ESSENTIAL FUNCTIONS CONTINUED

- Address physician questions/concerns that may arise regarding Therapy operations
- Develop and promote good community relationships with both the physicians and area industry
- Ensure that all legal requirements are met for the operation of the facilities
- Maintain and update the Department Medicare Manual and ensure compliance with Medicare regulations pertaining to Therapy
- Maintain standards for certification of the facilities
- Increase self-knowledge on new philosophies in the field of management and leadership
- Assure the appropriate practice of physical and/or occupational therapy at the facilities in accordance with the American Physical and Occupational Therapy Associations Standards of Practice and the Code of Ethics
- Ensure safety of patients and team members through proper adherence to facility policies, procedures and knowledge learned at in-services
- Assign the scheduling of annual bio-medical checks for equipment safety
- Serve as a liaison between team members and other management of TOC
- Participate in weekly or monthly administrative meetings as required
- Participate in quality assurance/compliance and committee meetings
- Develop and maintain a standardized system of efficient and compliant documentation
- Monitor purchasing to ensure the best price is obtained for high quality equipment and supplies
- Ensure the Therapy department team is trained and educated regarding billing for therapy services and know the nuances of major payers to ensure maximum reimbursement
- Ensure and facilitate good communication amongst all Therapy team members, Supervisors/Managers and TOC Administration
- Assist with the Billing and Collections aspects of the Therapy program
- Generate reporting tools that highlight performance in all aspects of Billing and Collections, including denial management
- Review monthly financial data for the Therapy department and summarize findings to COO, CFO and CEO
- Meet biweekly or sooner with COO to review pertinent Therapy key initiatives
- Perform other duties associated with this position as deemed appropriate

GENERAL COMPETENCIES DESIRED

- Must have a proven record of successful leadership and be familiar with all aspects of the operations of a therapy clinic
- Must have the ability to effectively select, motivate, and evaluate performance of team members
- Must have the ability to analyze financial and statistical data and react with confidence and poise during times of stress, tolerating criticism
- Must have experience dealing with certification, billing and collections, documentation and policy setting
- Must have the ability to travel to various facilities

PHYSICAL DEMANDS

Requires prolonged sitting, some bending, stooping and stretching. Required eye-hand coordination and manual dexterity sufficient to operate a keyboard, photocopier, telephone, calculator, and other office equipment. Requires normal range of hearing and eyesight to record, prepare and communicate appropriate reports. Requires the ability to work under stressful conditions and/or irregular hours to meet deadlines.

CREDENTIALS DESIRED

- Must be a graduate from an accredited school with a minimum Master's degree or above in physical or occupational therapy
- Five years of clinical experience in an outpatient therapy setting, holding a position in administration or management for at least two years
- Valid Florida license (or eligible)

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