

Clinic Administrator Under DHS35 Page 1

The Role of the Clinic Administrator Under DHS 35: Sample Job Description

Rule

DHS35.123 (1) Each clinic shall have a clinic administrator who is responsible for clinic operations, including ensuring that the clinic is in compliance with this chapter and other applicable state and federal law. A clinic administrator may be a licensed treatment professional or mental health practitioner.

Clinic Administration By Functions (with code citations)

General Function Citations to DHS35

Billing and Collection

Billing Practices 35.03(9m)(d), 632.89 (2)

Agreement to Fee and Payment Plan 35.18 (1)(e) and (h)

Supervision and Collaboration 35.03(4), 35.03(5), 35.14

Quality improvement, peer review, and consumer outcomes 35.14(1)(b)

Trainee supervision under Ch 440.88, RL 160.02A(6) & (7), Chs 455 and 457, MPSW 4, 12, 16, Psy 2

Clientele and Client Placement & Eligibility, Placement criteria 35.03(1m), 35.16(5)

Consumer Relations Clients serviced by program 35.16(1)

Referral for consumers not served 35.16(2)W

Waiting lists 35.16(3) 35.17(2)

Grievance Procedure DHS94

Compliance and General Compliance:

Documentation Prepare certification and re-certification applications 35.08

Waiver and Variance Requests 35.03(24)& (25), 35.12

Notification of Changes in Clinic Management, Name, and Programs 35.09

Auditing – 24/7/365 compliance

Monitoring of the Main Office and the Satellite Offices 35.07(e)

Deficiencies:

Prevention of Deficiencies 35.03(6m) & (9m)

Repair and Report on Correction of Deficiencies 35.11(1m) & (2)

Records and Information:

Records Managements Management 35.03(22m), Ch51.30(1), HIPAA

Clinical charting and documentation 35.16(4)(a)

Auditing and Monitoring of Clinical Documentation 35.23

Confidentiality Policy 51.30 45CFR160 and 164

Treatment and Treatment and Recovery 35.03 (18)

Quality Assessment 35.17

of Services Diagnosis 35.16(4) 35.17 (10) and (2)

Treatment Planning 35.18, 35.19

Discharge 35.03(8), 35.19, 35.22, Involuntary Discharge 35.24(3)

Consent 35.03(9) 35.18

Quality Assurance 35.14(1)

Outcome 35.14(1)(b)

Tracking Clinical Review of the Treatment Plan 35.18 (3)

Staffing and Staff

Relations

Staffing, Screening, and Hiring of Staff 35.03(9g), 35.13

Personnel Files 35.13

Hours of operation 35.03(2), 35.123 (2)

Privileging of Professional Staff 35.13(1)

Job performance of professional staff 35.14(1)(a)

Orientation and Training of Staff, Initial and continuing Education 35.15(1) and (2)

Services Note: Services (the clinic as a business may have other services under the Clinic Administrator which are not governed by DHS35)

Outpatient mental health services 35.03(14)

Emergency Services 35.165(1) and (3)

Job Description

Note: This document applies only to the DHS35 role requirements. The job of any given Clinic Administrator may have a broader scope in any given business, but not a narrower scope.

1. Title of Position and Supervisor

Title: Clinic Administrator

Supervisor: An Executive Position within the organization.

2. Assigned organizational unit (e.g., department)

Clinic, Outpatient Service

The Clinic Administrator is located at the main office of the clinic. 35.07

3. Job summary or overview, including job classification

This may be an exempt or non-exempt position.

The Clinic Administrator provides a large variety of services to the staff and consumers of the clinic:

! managerial - compliance with DHS35 and other laws pertaining to the practice of psychotherapy and outpatient mental health services, DHS92, DHS94, DHS75 if clinic is licensed under DHS75, 42CFR Part 2 is applicable, 45CFR 160 and 164, Ch 48, Ch51, Ch440.88, 455, 457, Psy, MPSW, RL160, and compliance with ethical codes of the mental health professions

! policy setting - develop and monitor policies required under DHS35 and other applicable law

! procedure development - develop and implement procedures to carry out these policies

! supervisory (administrative) - training staff to the policies, procedures and applicable law and ethics codes; monitor outcomes and staff performance; control the services provided by each staff member, including each staff members privilege to practice.

4. Position qualifications (experience, skills, education, license).

Recommended but not required: Masters degree or Doctorate.

Recommended, but not required: Eligible for or holding WI License or Certification as a LPC, APSW, LCSW, LMFT, LP, CICS/SCSAC, APNP, MD.

Administrative Supervision training, skills and/or experience.

Ability to develop programs, policies, and procedures within the clinic.

Note: Such other experience, education, and licensure as may be required by the facility

5. Major duties and responsibilities

Note on Delegation of Responsibilities -

A. The responsibility of the Clinic Administrator for these functions and policies does not require the Clinic Administrator to perform every function or write every policy personally. However, delegating a function does not relieve the Clinic Administrator of responsibility for the content of each policy and the performance of the clinic and the staff being in compliance with applicable law.

B. The Clinic Administrator does not have to be in charge of general, higher-level financial functions, such as budgets, finance, accounting, cash flow, profit and loss, assets and liabilities. The only financial function regulated by DHS35 is billing. But when the decisions of those in charge of the financial functions of the facility do not comply with DHS35, the Clinic Administrator must take action to correct this conflict.

Major Responsibilities in Accordance with DHS35

Note: This section is organized in accordance with the major responsibilities under DHS35. Where the responsibility is for a clinic to have a specific policy, the responsibility of the Clinic Administrator is to create solely or by delegation such a policy and also to implement it and to monitor implementation, creating the necessary procedures, and also to correct deviation from the policy.

1. Billing and Collection

A. Billing Practices 35.03(9m)(d), 35.18(1)h, 632.89 (2)

Policy on Billing Practices, avoidance of fraudulent billing, who may submit billing, when billing may be submitted under another clinician than the provider of services, such as under DHS107.01, Medicare, etc., collection practices in compliance with HIPAA

Note: Billing Oversight - If the Clinic Administrator has some authority or control over billing and collection functions, the Clinic Administrator must be considered a responsible party and must set billing policy and monitor compliance. However, in larger institutions, the billing and collection function may be handled by financial departments which are not under the control of the Clinic Administrator. In that situation, the Clinic Administrator cannot be expected to take personal responsibility for the invoicing of clients and third party payers. However, In ALL situations, the Clinic Administrator must develop policies for which staff members may bill for services and under what circumstances. The institution must comply even if the billing and collection function is under the control of another person such as a CFO.

B. Fee and Payment Plan 35.18 (1)(e), (h), and (k), 35.23(1)12

Policy on fees, payment requirements, discharge for non-payment

2. Supervision of the Practice and Outcomes of Psychotherapy

A. Supervision and Collaboration 35.03(4), 35.03(5), 35.14

Policy on the legal compliance and job performance of employees for every function in the clinic.

B. Quality improvement, peer review, and consumer outcomes 35.14(1)(b), 35.14(2)

Policy on monitoring of consumer outcomes. Policy on cases requiring supervision or collaboration, documentation of supervision/collaboration, monitoring staff compliance with policy, handling and reporting of critical incidents.

C. Trainee supervision under Ch440.88, RL 160.02A(6) & (7), Chs 455 and 457,

MPSW 4, 12, 16, Psy 2

Policy on services provided by Qualified Treatment Trainees 35.03(17), 35.14(4a)

3. Clientele and Consumer Relations

A. Clients serviced by program 35.16(1) and Client Placement & Eligibility, Placement criteria 35.03(1m), 35.16(5)

Policy on clients served by clinic and placement criteria for programs, including placement criteria for substance abuse and substance dependence clients.

B Referral for consumers not served 35.16(2), 35.17(2)

Policy of Referral to Other Facilities

C. Waiting lists 35.16(3)

Policy on Waiting Lists and Priority Assignment to Services

D. Grievance Procedures DHS92

Policy on Consumer Grievance Process

4. Compliance and Documentation

Note: The Clinic Administrator may delegate the procedures to a compliance officer or other staff, including a Medical Records specialist, but the responsibility for compliance is retained by the Clinic Administrator.

General Compliance:

A. Prepare certification and re-certification applications 35.08

B. Prepare Waiver and Variance Requests 35.03(24)& (25), 35.12

C. Notify Department of Changes in Clinic Management, Name, and Programs 35.09

D. Auditing – 24/7/365

Procedure for compliance with DHS35 24/7/365 through auditing of personnel and clinical records, policy and procedure manuals, and such other functions as will ensure compliance under a site visit at all times.

E. Monitoring of the Main Office and the Satellite Offices 35.07(e)

Policy on the compliance and functioning of satellite offices.

Deficiencies:

F. Prevention of Deficiencies 35.03(6m)&(9m)

Policy on Sexual Contact or Harassment

[Policy on staff privilege to practice is under Staffing section.]

[Policy on submission of billing under 35.03(9m) is covered above in Billing section.]

G. Repair and Report on Correction of Deficiencies 35.11(1m) & (2)

Records and Information:

H. Records Management 35.03(22m), Ch51.30(1), HIPAA
Policy on the Development and Storage of Treatment Records and Consumer Access to Records

I. Clinical charting and documentation 35.16(4)(a), 35.23
Policy on the Content, Quality, and Timeliness of Treatment Records Including Auditing and Monitoring of Clinical Documentation

J Release of Information DHS92, Ch 51.30, 45CFR164
Policy on Confidentiality of Clinic Records and Client Information
Policy on Release of Information and Release Without Consumer Consent, Including Abuse Reporting and Dangerousness
Policy on Consumer Access to Review of Chart

5. Treatment and Quality of Services

A. Treatment and Recovery 35.03 (18)
Policy on the Recovery Philosophy and Orientation of the Clinic

B. Assessment 35.17 and Diagnosis 35.16(4) 35.17 (10) and (2)
Policy on the Content and Process of the Assessment and Diagnostic Process, Including Staff Who May Assess and Diagnose

C. Treatment Planning 35.18, 35.19 and Tracking Clinical Review of the Treatment Plan 35.18 (3)
Policy of Treatment Planning, Referral, and Treatment Plan Reviews [Also see 3B above.]

D. Discharge 35.03(8), 35.19, 35.22, Involuntary Discharge 35.24(3)
Policy on Discharge Planning, Documentation of Discharge, Involuntary Discharge

E. Consent 35.03(9) 35.18
Policy on Consent to Treatment, Oral Explanation of Consent to Consumers [Also see 1B above.]

F. Quality Assurance 35.14(1) and Outcomes 35.14(1)(b)
Policy on the Use of Supervision, Collaboration, and Outcome Data to Improve Services [Also see section 2 above.]

6. Staffing and Staff Relations

Note: In larger institutions, the hiring function may be handled by an HR department and may not be controlled by the Clinic Administrator. These personnel functions must be under the control and direction of the Clinic Administrator:

- 1) hiring of all clinical psychotherapy and paraprofessional clinical staff
- 2) performance evaluation of all clinical psychotherapy and paraprofessional clinical staff
- 3) policies for evaluating candidates for clinical positions
- 4) sanction or discharge of employees for violations of applicable law or for issues related to licensure or caregiver or criminal violations

A. Screening and Hiring of Staff 35.03(9g), 35.13

Policy on Who May Practice Within the Clinic, Qualifications, Screening, and Hiring

B. Personnel Files 35.13

Policy on the Content, Review, and Up-dating of Personnel Files

C. Determination of Hours of operation 35.03(2), 35.123 (2)

D. Privileging of Professional Staff 35.13(1)

Policy on Privileging of Staff, Privileges to Treat Special Populations (e.g., Children and Adolescents) and Clinical Problems (e.g., Substance Dependence)

E. Job performance of professional staff 35.14(1)(a)

Policy on Oversight and Performance of Staff

F. Orientation and Training of Staff, Initial and Continuing Education 35.15(1) and (2)

Policy on Evaluating the Training of Staff to Practice and the Training/Orientation of All New and Current Staff, Including Monitoring of Compliance With Continuing Education Requirements

7. Services

Note: The clinic as a business may have other services under the Clinic Administrator which are not governed by DHS35, such as case management, psycho-education services, or DHS75 services. Employee Assistance services, to the extent they require clinical assessment by Recognized Psychotherapy Practitioners come under the provisions of DHS35.

A. Outpatient mental health services 35.03(14)

Policy on the Services and Scope of Practice of the Clinic [Also see 3A above.]

B. Emergency Services 35.165(1) and (3)

Policy on Services or Procedures to Follow in Emergency Situations, Both Logistical (e.g., fire or power outage) and Clinical (e.g., consumer a danger to self or others)