

## **POSITION #21, TITLE: Patient Flow Supervisor**

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**Direct Supervisor:** Operations Chief

**Mission:** To ensure smooth flow of the public through the EDS. In charge of the following Group Leaders: Greeters, Registration/Orientation, Translators, Flow Maintenance

**Qualifications:** Non-medical, good managerial skills, able to stand or walk for long periods; cultural sensitivity and awareness. Knowledge of industry workflow efficiency models helpful.

### **POSITION RESPONSIBILITIES**

#### **Initial Action/Planning Phase**

- Review your Position Checklist and check off tasks as they are completed.
- Sign In for EDS shift, obtain credentialing and put on ID badge.
- Attend overall staff briefing.
- Receive assignment-specific briefing from Operations Chief
- Train Group Leaders and/or staff under your supervision
- Familiarize self with clinic layout and process.
- Familiarize self with all forms
- Ensure all educational videos/forms are ready (and in the appropriate languages)

#### **Primary Responsibilities During Site Operation**

- SING IN FOR SHIFT
- Work with Patient Care supervisor to ensure smooth movement of the public through the EDS
- Work with flow maintenance to adjust clinic flow process/staffing to improve bottlenecks
- Work with Group Leaders to address problems in their functional areas
- Check patient throughput hourly and make appropriate adjustments to meet goals
- Brief incoming shift replacement
- SIGN OUT

#### **Deactivation Phase**

- Coordinate and supervise the teardown and re-packing of the functional area.
- Identify issues for After Action Report.
- Participate in de-briefing.