



DIVISION SCOPE OF SERVICE

Division: MOUNTAIN
Classification: BUSINESS OPERATIONS FIELD TRAINER
Applicant Name:

<p>BUSINESS OPERATIONS FIELD TRAINER: The Business Operations Field Trainer must have equivalent qualifications, competence and function in the same role as employed individuals performing the same or similar services at the facility.</p>
<p>Definition of Care or Service: The Business Operations Field Trainer is responsible for implementing the training programs that supports the organizations center operations. Ensure all new hire and new acquisitions gain relevant knowledge to provide patients exceptional care in a timely manner. Scope of service may include:</p> <ul style="list-style-type: none"> • Develop training content and curricula (workbooks, job aids, reference guides, PPTs, videos) to support operational roles for new hires and new centers. • Supports enterprise strategic projects as a subject matter expert. • Responsible for providing feedback on all operations training programs. • Responsible for supporting all centers with new hire training, go live implementation, follow up and as needed • Collaborates with cross-functional leaders to assess training needs and develop training initiatives for Revenue Cycle, Compliance, IT, etc. • Facilitates classroom-based and remote training sessions efficiently and effectively. • Demonstrate working knowledge of content, regulatory guidelines, and mastery of internal processes, ensuring compliance with all company policies and procedures. • Manages the training of new hire PSRs to include maintaining a training spreadsheet, creating/updating training content, providing feedback to center leadership, and conducting follow-ups as needed. • Provides coaching to new PSRs to reinforce training effectiveness through actionable follow-up. • Evaluates effectiveness of the training by conducting user audits. • Assist in developing core competencies and helping to operational team members meet performance expectations. • Support Quality, Compliance, HR and Clinical Operations in training requirements. • Maintains knowledge of the business operational workflows and guidelines • Helps manage activities related to operational needs, including program development and organizational change. • Works with hospital partners and functional leaders of acquisitions, supporting pre-go live functions and maintaining collaborative relationships. • Establishes relationships with team members to be the direct point of contact for field training questions and concerns. • Demonstrates Clinical and Service excellence behaviors to include HCA Healthcare code of conduct core fundamentals in daily interactions with patients, families, co-workers and physicians



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<p>Setting(s):</p> <ul style="list-style-type: none"> Healthcare facilities including but not limited to hospitals, outpatient treatment facilities, clinics and physician practices
<p>Supervision:</p> <ul style="list-style-type: none"> Takes direction from Director of Business Education and Training to assist in training goals and initiatives as needed. <p>Evaluator: Department Director or designee</p> <p>Tier Level: 2</p> <p>eSAF Access Required: YES</p>
<p>Qualifications:</p> <ul style="list-style-type: none"> High School Diploma/GED or higher Below requirements can be found on the Skills Checklist: <ul style="list-style-type: none"> Strong healthcare knowledge of CMS and ACA guidelines Must have knowledge of company used systems, processes, and operating procedures Multi project management skills <p>Preferred Qualifications:</p> <ul style="list-style-type: none"> Bachelor’s degree preferred; in a field relevant to center/clinic operations <p>NOTE: Where education may not be defined in qualifications area of the Scope, HCA Healthcare requires the highest level of education completed (not training or courses) confirmed on your background check.</p>
<p>State Requirements:</p> <ul style="list-style-type: none"> N/A
<p>Experience:</p> <ul style="list-style-type: none"> 2-3 years of experience in training applications (systems) and operations(Can be found on Skills Checklist) <p>Preferred Experience:</p> <ul style="list-style-type: none"> Breast imaging experience preferred
<p>Competencies:</p> <p>The Business Operations Field Trainer will demonstrate:</p> <ul style="list-style-type: none"> Understands, promotes, and demonstrates the company Assist managing the company by providing feedback on accuracy of content, relevance of content, and ease of locating content. Exhibits exceptional communication skills to foster training initiatives. Helps coordinate program needs with HR, Operations, and other functional areas as needed. Being flexible and open to new ways of thinking in a dynamic environment. Establishes relationships with team members to be the direct point of contact for field training questions and concerns. Demonstrated facilitation and presentation skills Advanced oral and written communication skills Works with well in a team and individually Infection Prevention <ul style="list-style-type: none"> Practices consistent hand hygiene Uses personal protective equipment (PPE) when required Required immunizations per Division requirements Complies with Isolation precautions Maintains sterile field



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References:

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Your signature confirms you will be able to comply with the Qualifications and Competencies listed within this Scope of Service and that you will confirm education via your background check.

Applicant Printed Name: _____

Signature: _____

Date: _____