

## Challenging, Invigorating and Rewarding

The role of the Facility Administrator (FA) is challenging, invigorating and rewarding on many levels. You're in charge. You orchestrate a team to deliver impeccable results. You impact people's lives – patients and teammates alike. You experience the rewards of your strong leadership.

## Your Accountabilities

:: **Patient Care** – Impact patient lives and delivers optimal clinical outcomes

“Seeing a patient come in really sick and down and after about a month hearing them say “this is easy” as they leave with a pep in their step...that’s what it’s all about.” – Melody F.

:: **Teamwork** – Develop, mentor, and inspire a cohesive team

“I take care of my teammates. Our team takes care of our patients. It’s the teammates’ satisfaction and their heart that matter. If they’re happy, then they affect the quality of care and happiness of our patients.” – Nessa A.

:: **Financial Management** – Drive bottom line results.

“I am ensuring patient care at all times, producing strong financial and clinical outcomes, and building strong, positive relationships with teammates, doctors and other vendors.” – Grady D.

## Your Support

:: Operational support within your region to enable you to be successful

:: Formal leadership classes taught by awarding-winning “DaVita University”

:: Corporate support to make sure your clinic runs as smoothly as possible

“To work in the Village means you’re always surrounded by knowledgeable, highly seasoned teammates, wisdom guidance and coaching when you need it. You’re not in this role alone.” – Debra B.

## Your Rewards

:: **Career Advancement** – Seize opportunities to grow through a variety of career paths

:: **Helping Others** – Witness how your team’s quality care helps patients live healthier lives

:: **Fulfillment** – Realize how setting goals and driving improvement leads to extraordinary results

:: **Profit Sharing** – Enjoy profit-sharing bonuses based on meeting your goals

:: **Fun** – Experience how motivating a team to work well together becomes fun

“It is very satisfying to know that I’ve built a team that will manage and get through and perform at the highest level, even when I’m away.” – Grady D.

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## What to Expect on Any Given Day as an FA

There is no “typical day” for a DaVita Facility Administrator. Here are some of the tasks you might take on at any given time:

**Patient Care** – You are accountable for clinical outcomes.

- :: Walk the clinic floor to ensure all is running smoothly
- :: Sit with patients to discuss how they’re doing
- :: Address patient concerns
- :: Meet with the facility Medical Director to review clinical outcomes
- :: Ensure continuity of planned care when patient gets transferred to another DaVita facility
- :: Implement a new idea to better serve the patients

**Teamwork and People Management** – This is your team.

- :: Interview, hire , train and mentor new teammates
- :: Arrange coverage for teammates who call in sick
- :: Conduct interdisciplinary team meetings
- :: Throw a celebratory lunch for team because you met your DQI (DaVita Quality Index) goals
- :: Work with Clinical Coordinator to finalize teammate schedules
- :: Meet with a Doctor about a patient

**Financial Management** – This is your budget.

- :: Formulate budget taking into account patient load and appropriate personnel scheduling
- :: Complete Salary/Wage/Compensation reports (SWC’s)
- :: Take conference call with management to review performance numbers
- :: Manage inventory including purchasing, product selection and supply usage
- :: Review/approve time cards of all teammates for payroll

**Facility Management** – This is your facility to maintain.

- :: Arrange for any ongoing facility and equipment repairs
- :: Manage maintenance contracts with outside vendors
- :: Conduct internal audit of facility to prepare for state inspection that could come at any time

**...and more.**

There’s never a dull moment. You lead at the highest strategy level, and you also roll up your sleeves to make sure the “nitty gritty” stuff gets done, too.

You lead by example.

**“Leadership is not a function of position, it’s a function of behavior. Anyone in any role at any level can be a leader.”** – Kent Thiry, DaVita Mayor, Chairman/CEO