

CVPM Task Analysis

I. Human Resources

1. recruit, interview and hire
2. manage training and development (including safety training)
3. scheduling
4. manage daily work assignments
5. conduct staff meetings
6. conduct employee performance reviews
7. mediate internal disputes
8. discipline/discharge employees
9. manage employee benefit programs
10. maintaining confidential employee records
11. create/update job descriptions/manuals
12. manage staff continuing education and licensure/certification

II. Law & Ethics

A Regulatory Agencies

1. OSHA/ OSHA Right To Understand
2. DEA
3. FDA
4. Familiarity with state, local agencies
5. monitor hospital violations/dangerous situations
6. familiarity of state safety regulations
7. document/report accidents, file appropriate reports

B Ethics

1. AVMA code of ethics
2. CVPM/VHMA code of ethics

C Contract Law

1. associate / staff
2. client

D Employment/Labor Law

1. Fair Labor Standards Act
2. Civil Rights Act of 1964
 - a. Sexual Harassment
 - b. Pregnancy Discrimination Act
 - c. Americans with Disabilities Act
 - d. Age Discrimination in Employment Act
3. Family and Medical Leave
4. Worker's Compensation
5. Federal Unemployment Tax Act
6. Employment Retirement Income Security Act
7. Consolidated Omnibus Budget Reconciliation Act-COBRA
8. Health Insurance Portability and Accountability Act (HIPPA)
9. Mental Health Parity Act
10. Employee Polygraph Protection Act
11. Required Department of Labor posters
12. Uniformed Services Employment and Reemployment Rights Act
13. Affordable Care Act

E Confidentiality

1. staff
2. client
3. patient

III. Marketing

A Internal/External Marketing and Public Relations

1. manage practice promotional items (brochures, etc.)
2. develop and manage advertising
3. website management
4. manage social media
5. manage community outreach

B Client Services

1. monitor client retention
2. develop and manage new client programs
3. handle client complaints
4. obtain/report client feedback on service
5. respond to client questions
6. develop and manage client reminder system

C Client Education

IV. Organization of Practice

A Inventory

1. maintain appropriate inventory system including controlled substance ordering, tracking, security, destruction
2. place and track purchase orders for drugs, uniforms, equipment

B Equipment & Maintenance

1. assure insurance coverage of hospital and equipment
2. contract for repair/maintenance of equipment, building, grounds
3. protocols for daily facility maintenance

C Medical Record Standards and Compliance

D Technology Systems and Policies

1. maintain computer systems and policies
2. establish information and data security policies
3. procure hardware and software
4. maintain practice management/productivity software applications

E Liaison to Professional Services

F Hospital policies/procedures/Risk Management

G Strategic Planning

V. Financial

1. analyze practice and financial reports
2. manage payroll
3. A/R and A/P
4. budgeting and long-range planning
5. establish and enforce client credit policies
6. fee analysis
7. oversee daily and monthly banking procedures
8. maintain chart of accounts
9. maintain imprest petty cash account

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