**Skill:** Create, implement, and maintain high-performing clinical processes and systems

<table>
<thead>
<tr>
<th>Level</th>
<th>Behavioral Examples</th>
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| 5-Expert | • Create tools, processes and systems that ensure consistent delivery of high-quality clinical care  
          • Develop/implement innovative disease management programs using all appropriate tools/modalities  
          • Anticipate issues related to regulatory changes that may impact systems or processes  
          • Recognized as a resource for other health centers  
          • Demonstrate Skilled behaviors |
| 4-Skilled| • Leverage tools, processes and systems created by other health center leaders that ensure consistent delivery of high quality clinical care  
          • Apply change management techniques when changes in processes and systems are required  
          • Demonstrate Applied behaviors |
| 3-Applied| • Implement and maintain systems (e.g., open access) that provide optimal access to health center services  
          • Implement and maintain systems that support consistent clinical processes  
            o Workflow management  
            o Productivity optimization  
          • Implement and maintain processes that support high quality clinical care |
| 2-Basic  | • Use systems that support consistent clinical processes  
          • Use systems that provide access to health center services  
          • Understand fundamental health care access issues and related clinic scheduling concepts  
          • Understand concepts and issues related to care planning/management/coordination |
| 1-Learning | • Understand basics of the health center’s practice management system, and can utilize reports generated by that system)  

• Aware of the need to have processes and systems in place, but no experience implementing and maintaining them |