Skill: **Ensure development and implementation of effective/efficient operational systems in all functional areas of the health center, both clinical and administrative**

Level	Behavioral Examples
5-Expert	• Create systems, processes, and tools that ensure consistent delivery of high quality care and administrative support services • Create new and innovative approaches to time and project management that positively impact health center costs • Recognized by others as an expert in operational management; sought out to provide guidance • Anticipate issues related to regulatory changes that may impact health center systems or processes • Demonstrate Skilled behaviors
4-Skilled	• Leverage tools, processes, and systems created by other health center leaders that ensures consistent delivery of high quality care and administrative support services • Take a collaborative leadership role within the health center regarding organizational planning and coordination • Apply effective change management techniques when modification of systems and/or processes is required • Demonstrate Applied behaviors
3-Applied	• Ensure systems and related processes provide optimal access to health center services and generate high quality clinical outcomes • Ensure consistent operational processes o Workflow management Productivity optimization o Demonstrate Basic behaviors • Utilize structured project management techniques to plan, coordinate, and execute necessary functions • Assign responsibilities appropriately, to ensure coordination of functions • Ensure effective managerial development

	• Prepare/lead staff meetings using recognized meeting management techniques • Demonstrate Basic behaviors
2-Basic	• Understand systems and processes that support consistent clinical and administrative operations, including fundamentals of time/project management • Understand fundamental health care access issues and related scheduling concepts • Understand concepts and issues related to care • planning/management/coordination • Understand basics of the health center's practice management system, and utilize reports generated by that system
1-Learning	• Aware of the need to have efficient and effective operational • systems/processes in place, but minimal experience implementing and maintaining them • Have limited training or experience with formalized time/project management techniques