JOB DESCRIPTION

POSITION: Chief Medical Officer
REPORTS TO: Chief Executive Officer
DEPARTMENT: Administration
TIME / STATUS: Full-time, Regular, Exempt
BENEFITS: Full
UNION: No

POSITION SUMMARY:
Under the direction of the Chief Executive Officer, the Chief Medical Officer (CMO) assumes responsibility for the management and oversight of all medical patient care services provided by Tiburcio Vasquez Health Center, Inc. (TVHC), including Behavioral Health, Population Health and other ancillary services such as laboratory, pharmacy and Women, Infants and Children (WIC) services. The CMO provides direction and oversight regarding clinical program development, implementation, and compliance with applicable standards in all medical matters. This position is responsible for assuring the quality of care provided in all clinical services and directing the clinical quality improvement/quality assurance processes pursuant to the health center’s policies and directives. As part of the Executive Team, the CMO takes an active role in determining TVHC’s strategic planning, policy development and problem solving that enables for the overall delivery of patient care that meet Patient Centered Medical Home (PCMH), Health Resources and Service Administration (HRSA) standards, and Meaningful Use and other measurements of quality assurance, patient safety and patient satisfaction.

DUTIES AND RESPONSIBILITIES:
1. Participates as key member of organization’s Executive Team (ET) to develop and maintain a strategic plan for the growth, expansion, and/or development of programs and sites for TVHC; solve existing and anticipated organizational problems; and formulate and/or revise policies that will enhance the achievement of the organization’s goals. Attends all ET meetings with the ongoing goals of integrating clinical and non-clinical aspects of TVHC’s operations and services.
2. Manages administrative responsibilities such as clinical budget/finance management, and personnel management for clinical staff:
   a) Works with clinic management to ensure provider schedules are meeting clinic needs.
   b) In conjunction with department medical directors, supervises providers, including the oversight of the new-hire clinical orientation process, performance evaluations, peer reviews, corrective action counseling, terminations, and approving requests for leaves of absence, training, special requests, etc.
3. Partnering with the Recruiter and Retention Manager and department medical directors, actively recruits provider candidates, interviews and assesses their qualifications and recommends clinician hiring. Offers ways to retain clinicians.
4. Provides support to Site Managers with personnel-related issues for clinic staff.
5. Provides supervision to the Behavioral Health Director, working in collaboration and helping with improving the standard of care provided and helps with integration into clinical management.
6. Ensures medical services are in compliance with all applicable regulatory and licensing agencies. Provides guidance and supervision of clinical laboratory operations to ensure compliance with the Clinical Laboratory Improvement Amendments (CLIA) and other agency requirements.

7. In collaboration with the Chief Administrative Officer and Quality and Compliance Manager, provides leadership for clinical quality improvement activities to ensure appropriate goals are set and appropriateness of care is monitored and applicable actions are taken by monitoring results.

8. Reviews and utilizes clinical data to drive quality improvement activities and the need for ongoing provider education. Responsible for removing barriers to achieving quality in medical care and for reporting to internal and external committees and entities, as required.

9. Assists in the process of credentialing and privileging, as needed.

10. Establishes and/or maintains working and collaborative relationships in the health provider community, on behalf of and in accordance with, formal understandings of TVHC. Develops relationships with hospitals and specialty providers for referrals and for provision of inpatient care, seeks out available medical resources, and secures medical access for TVHC patients.

11. Represents TVHC to consultative and advisory bodies with local collaborating agencies i.e., the Community Health Center Network (CHCN) and state and national associations, i.e., the California Primary Care Association (CPCA) and National Association of Community Health Centers (NACHC). Participates in meetings, conferences, etc., on behalf of TVHC and to further collaborative efforts with these organizations and institutions. Represents TVHC in roles as health care provider and as an executive of TVHC.

12. Provides leadership, vision, and direction in developing new medical service delivery areas for TVHC; directs, monitors and evaluates programs, revising and adapting as necessary and/or appropriate; assists in formulation and/or revision of medical program/clinical services policies and protocols.

13. Works closely with Chief Executive Officer to provide direction regarding all clinical issues related to managed care.

14. Provides overall direction and coordination of continuing medical education, training, and support for health care personnel; chairs provider meetings as needed; and assists in medical decision-making, as requested.

15. May provide direct clinical medical services up to 10-20% of the time, in the area of board certified (or board eligible) medical specialty in accordance with the highest applicable standards of medical and professional practice and in full accordance with health center policies and protocols.

16. Demonstrates commitment to, and understanding of, TVHC’s Service Excellence Standards, by modeling service excellence in all internal and external relationships, addressing service excellence deficits in staff, and in performance of all duties and responsibilities of this position.

17. Working with CHCN, will monitor the utilization of hospital and specialty, lab, and pharmacy services by the clinicians and change the processes to improve the utilization, as needed.

18. CMO will monitor the HEDIS and UDS measures and will find ways to address areas in need of improvement.

19. Provides additional assistance within and outside of the clinical arena, as requested and/or as appropriate, to ensure the ongoing success of the organization.

SUPERVISES:
- Medical Providers (MD, DO, NP, PA, CNM)
- Department Medical Directors
- Population Management Director
- Director of Behavioral Health Services
- Health Care Coordinator
- Provider Services Manager/Executive Assistant
EDUCATION AND EXPERIENCE:
1. Board certification, or Board eligible, in a major primary care specialty field of practice.
2. Minimum three years of experience in progressively responsible administrative or management-related positions within a primary health care environment, preferably in medically needy and underserved communities and in a community health center setting.
3. Previous experience supervising providers and other clinical staff is essential, with demonstrated record of success.
4. Strongly prefer two years previous experience as medical director or associate medical director with a Medicaid or Medi-Cal patient population.
5. Experience providing services and exercising leadership in a culturally and linguistically diverse setting, with demonstrated success is preferred
6. Previous experience working within a managed care environment strongly preferred, especially with experience in administrative/management capacity.

QUALIFICATIONS:
1. Current, valid license to practice medicine in the State of California (or ability to obtain), including DEA license and CPR, required.
2. Current, relevant, and substantial knowledge of areas related to health center licensing and operations, e.g., legal/regulatory, administrative, policy, protocols, and other clinical issues, especially within a managed care environment.
3. Knowledge and understanding of mid-level supervision agreements and regulations.
4. Demonstrated ability to work effectively and independently and as part of a team, in collaborative settings.
5. Excellent written and verbal communication skills.
6. Understanding and maintaining highest level of confidentiality.
7. Demonstrated ability to provide leadership to staff and to build the trust and respect of patients, staff, colleagues, external contacts, and other executive team members.
8. Able to motivate staff; promote team building; assume leadership role within clinical arena.
9. Excellent problem-solving skills including creativity, resourcefulness, timeliness, and technical knowledge related to analyzing and resolving medical/administrative problems.
10. Sensitivity to needs of culturally and linguistically diverse patient and employee population.
11. Excellent emotional coping skills, adequate to confront difficult emotional situations and emotional responses of others.
13. Willingness and ability to work some evenings and weekends, as needed.
14. Demonstrated ability to utilize computer technology and a willingness to develop and adapt to the evolving technological requirements of modern medical health center practices.
15. Experience leading clinical integration efforts.
I have read the above job description and agree to perform the responsibilities as described above. I understand that this job description is intended to describe the general nature and level of work performed. It is not intended to serve as an exhaustive list of all duties, skills and responsibilities required of personnel as classified.

__________________________________
Employee Signature

DATE_________________________