JOB DESCRIPTION

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

POSITION SUMMARY:

Under the direction of the Chief Executive Officer, the Medical Director is the lead clinician in charge of all aspects of medical patient care services provided by TVHC, Inc. including dental and ancillary services such as perinatal, laboratory and pharmacy services. Working from a solutions-oriented approach, the Medical Director monitors clinical performance to ensure medical services and operations are in compliance with all applicable regulatory and licensing agencies. As a member of the Executive Management team, the Medical Director is responsible for implementing, reviewing and developing Clinical protocols, performance objectives, productivity benchmarks, compliance measures, provider workflow planning and provider scheduling. Also, the position serves as coach/mentor/trainer to staff providers, giving guidance in best practices, troubleshooting of medical services and operations issues in priority of urgency according to TVHC policy and FQHC standards. The Medical Director will also represent the Clinic at required meetings with affiliated agencies. As a licensed MD the Medical Director will also provide direct patient services in addition to their duties in administration.

DUTIES AND RESPONSIBILITIES:

1. Participates as key member of organization’s Management Team (MT) to develop and maintain a strategic plan for the controlled 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 MT meetings with the overriding and ongoing goal of integrating clinical and non-clinical aspects of TVHC’s operations and services.

2. Responsible for the direct supervision of the Associate Medical Director and Clinical Services Manager. Sets the direction for their areas of responsibility to align with the overall clinical division goals. With the assistance of the Associate Medical Director, is responsible for directing all providers in the practice of quality care according to standards and benchmarks set by the organization, licensing boards and funding agencies.

3. Manages administrative responsibilities such as clinical budget/finance management, and personnel management for clinical staff. In collaboration with the Associate Medical Director, Clinical Services Manager and other TVHC management, uses a solutions-oriented approach to solve personnel issues in a timely manner including performance failures and violation of standards of care or personnel policy. Performs due diligence in matters related to clinical practice in full compliance of the medical licensing board, the CA business and professions code, HRSA Office of Regional Operations (ORO / OPR), and other regulatory agencies.
4. Responsible for establishing systems of accountability for all providers to include productivity benchmarks, performance measures and controls for clinical quality assurance. Documents clinical protocols in a manner that is easily understood and can be followed by all clinical staff. Performs hands-on training of new and developing Clinical practices based on changes in regulatory or best practices.

5. Participates in the recruitment of qualified clinical staff including interviewing and recommendation for hire. Monitors and assists with the new-hire orientation process to ensure consistency in training among all clinical providers.

6. Ensures medical services and operations are in compliance with all applicable regulatory and licensing agencies. Assesses all matters of clinical compliance and provides timely recommendations for corrective action and quality improvement. Provides guidance and supervision of clinical laboratory operations to ensure compliance with CLIA and other agency requirements.

7. Directs the Quality Assurance and Improvement (QA&I) process for TVHC, with overall responsibility for supervision of the QA&I program, ensuring that quality and appropriateness of care are monitored and that appropriate actions based on monitoring results are taken. The Medical Director is responsible for removing barriers to achieving quality in medical care and for reporting to internal and external committees and entities, as required.

8. 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.

9. Represents TVHC to consultative and advisory bodies; to collaborating agencies, such as Community Health Center Network (CHCN); and at specific institutions, as requested; 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 executive of TVHC.

10. 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.

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

12. Provides overall direction and coordination of continuing medical education, training, and support for health care personnel; chairs provider meetings and collaborates with Clinical Services Manager for clinical meetings; assists in medical decision-making, as requested and as necessary or prudent.

13. Provides direct clinical medical services 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 protocols and policies.

14. 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.

15. Provides additional assistance within and outside of clinical arena, as requested and/or as appropriate, to ensure the ongoing success of the organization.
EDUCATION AND EXPERIENCE:

1. Board certification, or Board eligible, in a major primary care specialty field of practice.
2. Strongly prefer minimum three years 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. Previous experience providing services and exercising leadership in a culturally and linguistically diverse setting, with demonstrated success.
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, including DEA license and CPR, required.
2. Current valid certificate to supervise Physician Assistants preferred.
3. 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, required.
4. Knowledge and understanding of mid-level supervision agreements and regulations.
5. Demonstrated ability to work effectively independently and as part of a team, in collaborative settings, required.
6. Excellent written and verbal communication skills required.
7. Understands and is committed to maintaining highest level of confidentiality.
8. Demonstrated ability to provide leadership to staff and to build the trust and respect of patients, staff, colleagues, external contacts, and other MT members.
9. Able to motivate staff; promote team building; assume leadership role within clinical arena.
10. Excellent problem-solving skills required, including creativity, resourcefulness, timeliness, and technical knowledge related to analyzing and resolving medical/administrative problems.
11. Sensitivity to needs of culturally and linguistically diverse patient and employee population.
12. Excellent emotional coping skills, adequate to confront difficult emotional situations and emotional responses of others.
13. Demonstrated ability to meet or exceed the Service Excellence Standards of TVHC, Inc.
14. Bilingual, especially Spanish/English, and/or bicultural strongly preferred.
15. Willingness and ability to work some evenings and weekends, as needed.
16. Demonstrated ability to utilize computer technology and to willingness to develop and adapt to the evolving technological requirements of modern medical health center practices required.