



**POSITION:** Clinic Medical Director

**STATUS:** Exempt; Part-Time .7FTE (.3 FTE Patient Care & .4 FTE Admin)

**REPORTS TO:** Chief Executive Officer

**SALARY:** 140k-150k

**SUPERVISES:** Providers including (5 part-time) CNM & NP providers, 1 part-time AB Physician, 1 RN Manager

**SUMMARY:** Working closely with CEO and Leadership Team, key responsibilities of Clinic Medical Director are to (1) oversee medical and nursing personnel, including supervising all providers, ensuring risk management and quality of care, developing and implementing all other medical aspects of the clinical operations; (2) provide leadership and organization to implement BVWHC's goals and objectives for medical and clinical operations; and (3) provide strategic input to planning and evaluation process for the organization. Clinic Medical Director works closely with Clinic Operations Director (COD) in developing and implementing the overall clinic service operations and objectives. The Clinic Medical Director provides report to BVWHC board of directors regularly for quality improvement progress. Clinic Medical Director also provides direct medical care eight hours a week.

#### **DUTIES AND RESPONSIBILITIES:**

##### **1. Oversight of Medical Service and Operations**

- a. Oversee operations for patient care by Clinical Department according to the rules and regulations set by CDPHE Family Planning Program, all other federal and local laws, rules and regulations including those of Medicaid, state, county and city programs.
- b. Ensure the smooth and successful day-to-day clinic operations by Clinical Services Department by working closely with the COD and Nurse Manager.
- c. Develop, review, revise and approve Clinic policies and procedures as needed. Train clinical staff and/or other staff on policies and protocols as needed.
- d. Serve as the Patient Grievance Officer in collaboration with COD.

##### **2. Set Performance Goals and Monitor Progress**

- a. In collaboration with CEO, COD and CFO, annually define and finalize provider productivity goal; regularly monitor performance and take action when indicated to improve productivity of Clinical Services Department.
- b. Annually define and regularly track performance goals for future mental health program, WWC, CCHA, CLIA, OSHA and Nursing Department. Finalize the goals with CEO, COD and CFO.
- c. Annually define quality of care goals and regularly monitor progress toward / attainment of them (see **4. Quality Improvement, Quality Control, and Risk Management**, below).
- d. Direct/participate in internal and external clinical audits and development and implementation of safety event plan.
- e. Develop clinical policies and procedures for Clinical Services Department and ensure staff are trained to follow them.

### **3. Staff Management**

- a. Establish measurable performance expectations from at least three of the following domains: productivity, quality of care, patient experience (e.g., timely and on-schedule patient care delivery), documentation (e.g., timely completion of medical records), professional education / development, and staff relations (e.g., timely patient care, completion of administrative duties); provide supervision, coaching, and corrective/disciplinary action for providers and other Clinical Services Department staff.
- b. Recommend and participate in final determination of corrective/disciplinary actions for his/her/their reports.
- c. Effectively address clinical training needs of his/her/their staff and the entire clinical workforce, as necessary.
- d. Effectively communicate BVWHC and Clinical Department goals, objectives, changes, expectations to his/her/their staff.
- e. In consultation with the COD, CFO, and RN Manager, assess need to hire additional provider and any position under his/her/their direct supervision; interview, hire and, in collaboration with RN Manager, privilege new providers, as necessary.
- f. Prepare, review and give recommendations and periodic updates of the qualification statements and job description of providers.
- g. Serve as an exemplary model by meeting own performance expectations (see above).
- h. Promote a collaborative/synergistic environment for providers and his/her/their Clinical Services Department staff to work as an effective and efficient care team.

### **4. Quality Improvement, Quality Control, and Risk Management**

- a. In collaboration with operations, implement quality control, quality improvement (QI), and risk management programs; periodically (at least every two years) review their effectiveness; organize and lead peer review meetings that include medical chart review at least quarterly. Reference data and recommendations from external entities such as CCHA and CDPHE.
- b. Annually develop and submit QI goals to QAI, CEO and Board of Directors for approval. Be responsible for meeting the goals. Provide QI report quarterly and as needed to QAI, CEO and Board of Directors. Report year-end performance outcomes for QI goals to internal QI Committee, Board QAI Committee, CEO and Board of Directors.
- c. Ensure that the medical services that BVWHC provides are within the scope of services submitted in the CDPHE Family Planning program.
- d. Collaborate with RN Manager to ensure providers are privileged upon hire.
- e. Enforce adherence to the rules and regulations and expectations of all funding and government programs, payers, licensing entities and any other regulatory entities as required for patient care.
- f. Provide medical consultation for other providers regarding patient care.
- g. Create a policy regarding and mechanism for timely review of lab and PAQ results, including result disclosure to patients. In collaboration with operations, create a report to monitor performance.
- h. Ensure scheduling of clinical assignments, rotation, call, leave, etc. of medical providers and any position under his/her/their direct supervision.

- i. Collaborate with RN Manager to institute and manage professional education, in-service training, and orientation of medical staff, as needed.
- j. Review all medical records / ROI requests.
- k. Take the lead as the EHR Superuser
  - a. Assist with improvement in workflow for Electronic Health Records and revise charting methods focusing on efficiency, consistency, communication and reportable data.
  - b. Attend monthly iPN workflow meetings and individual ticket review meetings.

#### **5. Planning:**

- a. Provide clinical leadership for developing and expanding BVWHC's mission, when requested, incorporating the highest principles and best practices of modern health care management and in harmony with the vision and goal(s) set by the Board of Directors, CEO and the Management Team.
- b. Participate in and provide clinical perspective to strategic planning and annual budget planning.
- c. Participate in budget planning and provide clinical recommendations regarding staff training and support and equipment maintenance, replacement, and procurement, as appropriate.

#### **6. Represent BVWHC in meetings with external organizations and entities, as necessary.**

#### **7. Any other duties assigned by CEO.**

#### **REQUIRED QUALIFICATIONS:**

- An active, unrestricted medical license for practice in the State of Colorado
- ABMS certification in Gynecology or family medicine who specializes in Gynecology care.
- Clearance to receive malpractice coverage through COPIC.

#### **DESIRED QUALIFICATIONS:**

- Bilingual (Spanish)
- Prior management or leadership experience of at least 3 years duration.
- Prior training or employment in underserved setting
- Demonstrated skills in staff management, supervision, and development (teaching and instruction skills).
- Documented proficiency within the last 3 years performing all procedures done @ BVWHC
- Excellent communication and meeting-facilitation skills.
- Experience working with population(s) of interest and knowledge of social determinants of health and trauma-informed care.
- Demonstrated ability to proficiently handle multiple contracts, projects and tasks.
- Ability to work effectively with minimum supervision and also function as a team member.
- Ability to work well with people of diverse cultural, educational, socio-economic, and linguistic backgrounds.
- Proficiency in Microsoft Office applications and NextGen
- A valid Colorado Driver's license.
- Completion of DOJ background check