



## Job Description Director of Adult Medicine

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<i>Reports To:</i>	Chief Medical Officer	<i>Approved By:</i>	Barbara Hines, Chief Executive Officer
<i>FLSA Status:</i>	Exempt / Grade 30	<i>Approved Date:</i>	October 10, 2018

### **SUMMARY:**

The Director of Adult Medicine (“the Director”) functions as the supervising physician overseeing the adult medicine, family practice physicians, and advanced practitioners (FNP’s and or PA’s) of QueensCare Health Centers (QHC) to ensure that patients receive quality, timely, medical services in accordance with QHC’s mission and values. The Director of Adult Medicine leads the Adult and Family Medicine Department, displaying confidence, assertiveness, knowledge, and professionalism, displaying compassion to help the underserved community and patients. He/she can clearly articulate and communicate ideas to other clinicians, clinic staff, and administrative personnel. The Director of Adult Medicine skillfully leads his/her direct reports in medical best practices, employs evidenced based medicine, manages and resolves conflicts with ambassadorial tact and collegiality.

The Director will ensure compliance with all applicable laws and regulations. The Director of Adult Medicine, in addition to performing all the duties of a staff physician, is responsible for the administration and management of the Adult and Family Medicine Department, following the principals and workflows of a Patient Centered Medical Home (PCMH). The Director of Adult Medicine will direct and supervise the adult and family practice physicians and advanced practitioners staff, including hiring, coaching, counseling and terminating; preparing and monitoring the Adult and Family Medicine Department budget. The Director of Adult Medicine manages, monitors, and updates adult medicine, and family practice physicians, and advanced practitioners (FNP’s and or PA’s) regarding productivity goals and targets. The Director of Adult Medicine ascertains that his department meets or exceeds the productivity goals and achieves measures as assigned by the Chief Medical Director.

The Director of Adult Medicine oversees the management of the medical supply inventory to ensure that it is adequately stocked, while minimizing potential waste; and educates / trains the adult medicine and family practice physicians and advanced practitioners (FNP’s and or PA’s) staff regarding issues relevant to daily clinical services.

### **ESSENTIAL JOB DUTIES AND RESPONSIBILITIES:**

1. Supports and implements the organization’s vision, mission and values.
2. Determines priorities and method of completing daily workload to ensure that all responsibilities are carried out in a timely manner.
3. Performs all job functions in a professional and courteous manner. This includes answering all general phone calls timely and providing excellent customer service to internal and external customers.
4. Supervises personnel to include screening, interviewing, hiring, disciplining and terminating. Guides, directs, disciplines, coaches and motivates staff regarding work performance, problem solving, and decision making to ensure staff meet work standards. Conducts all aspects of supervision in a professional, consistent and objective manner.

5. Completes introductory and annual performance reviews on or before the due date(s).
6. Performs job duties independently and exercise good judgment.
7. Fosters and promotes a culture of service excellence and accountability.
  - a. Communicates effectively throughout the organization with customers/patients while maintaining privacy of health and drug information, and with colleagues at all levels in the organization.
8. Actively participates in QHC committees as relevant to medical services.
9. Consistently and timely informs direct reports of organizational issues affecting the Adult Medicine and Family Medicine Department.
10. Establishes / maintains contacts and relationships with outside organizations and vendors, as appropriate.
11. Complies with organizational policies and procedures. Ensures regulatory compliance with State and Federal agencies related to, including, but not limited to the following:
  - a. CA State Medical Board
  - b. CA Board of Registered Nursing
  - c. Department of Consumer Affairs
  - d. Center for Medicare and Medicaid Services
  - e. Drug Enforcement Administration
  - f. Familiar knowledge of the Federal Tort Claims Act (FTCA) regulations
  - g. The National Practitioner Data Bank
12. Uses discretion and judgment in handling sensitive or confidential information. Answers all employee and client inquiries in a timely and courteous manner. Listens and responds to employee disputes.
13. Performs all other duties as assigned.

### **QUALIFICATIONS:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **EDUCATION/EXPERIENCE:**

Required:

- Doctor of Medicine or Doctor of Osteopathy or Osteopathic Medicine degree from an accredited college or school of medicine or osteopathy; or a World Health Organization W.H.O. approved International Medical School (International Medical Graduate)
- Unrestricted California Physician and Surgeon License;
- Unrestricted DEA certificate;
- Clean and clear Medicare, Medicaid records, and has no prior restrictions;
- A minimum of 2-3 years prior leadership experience as a designated Supervisor, Assistant or Associate Medical Director;
- A minimum of 3 years of experience working in a Federally Qualified Health Center, FQHC- look alike, or a community health center;
- Created Dashboard and Balanced Score Card to measure physician performance;
- Created or designed performance improvement measures or programs;
- Capable public speaker, articulate communicator, and able to be a consensus builder and to work with different areas of administration.

Preferred:

- Leadership Course or Executive Training;
- Mentoring and coaching peer physicians and advanced practitioners;
- Experience with drafting policies and procedures;

- Working knowledge of spoken Spanish, Armenian or Russian language;
- Prior experience with Patient Centered Medical Home model of care delivery;
- Experience with EPIC, Azara, Power BI software along with Microsoft Office Suites and Teams.

**LANGUAGE SKILLS:**

Ability to read and interpret documents, such as policies and procedures, benefits information, benefit surveys, board minutes, routine mail, simple contracts, and procedure manuals. Ability to compose routine reports and correspondence. Ability to speak effectively with employees, visitors and management.

**MATHEMATICAL SKILLS:**

Ability to read and interpret documents, such as policies and procedures, benefits information, benefit surveys, board minutes, routine mail, simple contracts, and procedure manuals. Ability to compose routine reports and correspondence. Ability to speak effectively with employees, visitors and management.

**REASONING ABILITY:**

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations. Ability to apply common sense to daily situations that arise. Ability to make decisions and execute timely to produce positive outcome.

**OTHER SKILLS AND ABILITIES:**

1. Must be comfortable educating providers.
2. Organizes and prioritizes work with minimum supervision.
3. Performs most essential job duties independently and exercises good judgment.
4. Flexible and detail oriented.
5. Demonstrates initiative and creativity in assigned work while constantly attempting to improve workflows.
6. Demonstrates ability and flexibility to work in other areas of the organization as needed.
7. Adheres to company's policies and procedures.
8. Demonstrates required knowledge, skills, education for job functions.
9. Demonstrates knowledge of current compliance standards for federal, state and local regulatory agencies.
10. Maintains and promotes a safe work environment.
11. Demonstrates excellent communication skills, both oral and written.
12. Demonstrates proficiency in computer applications such as medical record systems, preferably Epic, Microsoft Excel, Power Point, Word and Outlook.
13. Displays positive outlook on the job and promotes professional behavior always.
14. Ability to organize and prioritize work with minimum supervision.
15. Demonstrates diplomacy skills to work effectively in politically sensitive situations.
16. Ability to manage time efficiently and follow through on duties to completion.

**PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle or feel and reach with hands and arms. The employee frequently is required to stand, walk, and sit. The employee is occasionally required to climb or balance, stoop, kneel, crouch or sit. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 30 pounds. The

employee is occasionally required to ascend and descend one flight of stairs. Specific vision abilities required by the job include close vision, color vision, and ability to adjust focus.

**WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is often low. However, there are many times when there is a high ambient background noise of phones and multiple conversations. Must be able to screen out the background noise to concentrate on the work at hand.

**I have read and understand the above job description.**

\_\_\_\_\_  
Employee Name (Please print)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Employee Signature