Summary

Assist the Chief Care Officer to direct and coordinate the medical management, quality improvement and credentialing functions for the business unit. Provides direct high quality patient care in their respective specialty to patients. Collaborates and works effectively with other providers and staff to provide effective team based medical care.

ChapCare’s Expectations of all Employees:

- Adheres to all ChapCare’s Policies and Procedures.
- Conducts self in a manner that represents ChapCare’s core values at all times.
- Maintains a positive and respectful attitude with all work-related contacts.
- Communicates regularly with her/his immediate supervisor about Departmental and ChapCare concerns.
- Consistently reports to work prepared to perform the duties of the position.
- Meets productivity standards and performs duties as workload necessitates.

Essential Duties and Responsibilities:

- Demonstrates behaviors that are important to the success of the organization and that support and uphold ChapCare’s Mission, Vision and core values.
- Uses effective communication skills with patients and staff. Follows proper organizational communication lines to address matters pertaining to job functions including proper reporting relationships.
- Provides medical leadership of business unit for utilization management, cost containment, and medical quality improvement activities. Performs medical review activities pertaining to utilization review, quality assurance, medical review of complex patients, and medical services. Supports effective implementation of performance improvement initiatives.
- Assists Chief Care Officer in planning and establishing goals and policies to improve quality and cost-effectiveness of care and service for members. Provides medical expertise in the operation of approved quality improvement and utilization management programs in accordance with regulatory, state, corporate, accreditation requirements and scope of practice.
- Assists the Chief Care Officer in the functioning of the physician committees including committee structure, processes, and membership. Oversees the activities of physicians and mid-levels assigned to business unit. Utilizes the services of medical, pharmacy, behavior health, patient
education & wellness programs, consultants for reviewing complex cases and medical necessity appeals. Participates in provider network development and new market expansion as appropriate.

- Assists in the development and implementation of physician education with respect to clinical issues and policies. Collaborates with the Chief Care Officer and administrative staff to develop and implement medical protocols and quality initiatives within the practice.
- Identifies utilization review studies and evaluates adverse trends in utilization of medical services, unusual provider practice patterns, and adequacy of benefit/payment components. Identifies clinical quality improvement programs to assist in reducing unwarranted variation in clinical practice in order to improve the quality and cost of care.
- Interfaces with physicians and other providers in order to facilitate implementation of recommendations to providers that would improve utilization and health care quality. Applies effective interpersonal skills, demonstrates professional skills in the knowledge of their specialty.
- Provides direct medical care and is able to work effectively to provide cost efficient and timely quality medical care to patients.
- Develops alliances with the provider community through the development and implementation of the medical management programs. As needed, may represent the business unit before various publics both locally and nationally on medical philosophy, policies, and related issues. Represents the business unit at appropriate local and state committees and other ad hoc committees.

**Qualifications:**

- Active California medical license and good standing with the Medical Quality Control Board of the State of California.
- Minimum 5-years’ experience in a leadership position.
- Demonstrable leadership role and achievement in a complex healthcare delivery system.
- Experience in fiscal accountability and budgeting.
- Knowledge and experience of quality infrastructure is needed, including how to develop and implement decision tools, clinical protocols and guidelines, care management programs, and outcome measurement assessments.
- Needs working knowledge of statistical analysis, clinical epidemiology, and medical informatics; understanding of best practices and how to successfully introduce information technology into clinical practice.

**Knowledge/Abilities:**

- Fulfillment of education requirement satisfies this requirement.
- Effective verbal and written communication skills.
- English language fluency, additional language capability strongly desired.

**Attributes Sought:**

- A philosophy of collaboration and teamwork.
- A demonstrable track record in forging physician/management relations.
- Clinical credibility with physician constituencies.
- A mission-driven individual who can embrace and commit to Mission and Core Values; articulate about stewardship.
- A self-starter, results-oriented personality.
- High tolerance for complex, ambiguous, and ever-shifting environments.
• Excellent interpersonal and communication skills, with the ability to build consensus given a high premium; noticeable skills in engaging physicians and finding synergies; an interactive style which is pleasant.
• Comfortable working in groups, forming teams of physicians and management, with an ease in working with other diverse groupings.
• Understanding of how to create change through influence and not through direct authority.
• Evidence of showing firmness of resolve with both Administration and the providers.
• Strong persuasive abilities.
• Demonstrated results in spanning the dichotomy between practicing providers (physicians, mid-level practitioners, dentists, etc.) and Administration effectively.
• The ability to hear, to understand, to reflect, and to mediate on issues.
• An appreciation of the importance of the clinical team, and what nursing, patient care departments and operations brings to the patient care endeavor, and the strength of that clinical partnership.
• The ability to generate optimism in fellow team members.

**Amount of travel and any other special conditions or requirements**

• Must have valid California driver’s license and access to insured vehicle in working order.

**Hours per day or week:**
A minimum of 40 hours per week is required.

**Physical Demands/Working Conditions**
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 may be required to drive to all ChapCare facilities as needed. The ability to sit for extended periods of time. The employee must occasionally lift and/or move up to 25 pounds.

**Acknowledgement of Receipt**
I have reviewed this job description and understand that my supervisor can answer any questions I may have about what is expected of me in this position.

________________________________________
Employee Name

________________________________________
Employee Signature  Date