



Bartz-Altadonna Community Health Center

Family Medicine Program Director

Classification: Exempt
Location: Lancaster, CA

Reports to: Chief Medical Officer
Date Prepared: February 20, 2020

Our Commitment to Our Patients

Bartz-Altadonna is a services business dedicated to helping people heal. Our patients are our customers. We always remember that the patients' needs always comes first and that while the "patient is not always right, the patient is never wrong."

We expect ourselves to always provide the highest quality customer service possible. We achieve this by providing polite, courteous, and prompt attention to the patient. This can include escalating patient concerns up the chain of command if needed.

We treat our patients courteously and give them proper attention at all times. We never regard a patient's question or concern as an interruption or an annoyance. We promptly respond to inquiries from patient's whether in person or by telephone promptly and professionally.

Our desire to assist the patient obtain the help he/she needs is evident through our conduct. A telephone caller is not left on hold for an extended period of time. We immediately identify the patient's concerns and direct incoming calls to the appropriate person and make sure the call is received. The same conduct applies to patients inside the facility. If an employee is unable to assist the patient with their concerns, we direct the patient to someone who is able to assist. We do no argue with the patient.

Another way we show our conduct is through documentation. All our correspondences and documentation, whether patient or non-patient related, are neatly prepared and free from error. We understand that attention to accuracy and detail in all paperwork demonstrates our service commitment to all whom we do business with.

Finally, we show our conduct through development of good overall business practices. We strive to develop and maintain a pleasant, efficient, and fair work environment that fosters cooperation and understanding. We achieve this by being:

- On time and ready for work at the beginning of their workday
- Careful and conscientious in the performance of their work
- Respectful and considerate of others
- Courteous and helpful when dealing with patients, other staff members and with volunteers, supporters, and the general public.



Bartz-Altadonna Community Health Center

JOB DESCRIPTION

Summary

The Program Director of the Family Medicine Residency Program is responsible for the leadership, organization, operation, and general administration of the Family Medicine Residency Program sponsored by the UHS Southern California Consortium. The Program Director establishes the strategic direction of the program and is responsible for the standards, quality and reputation of the program. The Program Director is expected to integrate the Family Medicine Residency Program with physician practices and hospital clinical services in a manner that enhances value and quality, and promotes an optimal environment for professional practice and medical education.

Essential Functions:

- Promotes and believes in BACHC mission statement “Helping People Heal”.
- Believes and aligns with BACHC core Values of Compassion, Respect, Integrity, Accountability and Teamwork.
- Treats everyone equally regardless of racial, ethnic, religious, social, and economic status or background.
- Performs all job functions in a professional and courteous manner.
- Provides excellent customer service to internal and external clients/patients by being responsive to all inquiries in a timely manner.
- Performs job duties collaboratively with health center management and exercises good judgement.
- Fosters and promotes a culture of service excellence and accountability with focus on patient safety.
- Consistently adheres to a high standard of professional ethics; conducts self in an ethical manner and is a role model to others.
- Ensure patient information is always secure and confidential.
- Oversee operations of the Family Medicine Residency Program.
- Develop a program budget and oversee budget execution under supervision of the DIO.
- Participate in competency evaluations of residents and faculty.
- Recruit and select candidates for the residency program through the National Residency Matching Program.
- Ensure the quality of didactic and clinical education in all sites that participate in the program.
- Select qualified Family Medicine physicians and other specialists to serve on the program faculty.
- Appoint local directors at the participating site(s) who are accountable for resident education.
- Ensure that the program does not place excessive reliance on residents for service as opposed to education.



Bartz-Altadonna Community Health Center

- Maintain active clinical practice, typically in Family Medicine or one of the subspecialties of Family Medicine.
- Ensure institutional policies and procedures are adhered to by residents and faculty.
- Oversee compliance with ACGME program requirements and report non-compliance promptly in collaboration with the Designated Institutional Official.
- Fulfill all duties as a program director specified in the ACGME program requirements, including oversight of data entry into the Accreditation Data System, evaluating quality of resident education experiences, monitoring duty hours and fatigue, providing residents feedback, and improving program with input from resident and faculty surveys.
- Develop curriculum, policies, and procedures for the program.
- Serve on the Graduate Medical Education Committee (GMEC) to formulate institutional policy involving resident supervision, transitions of care, patient safety, professionalism, and quality improvement.
- Serve on committees as requested by the DIO and the Department Chair of the Department of Family Medicine.
- Demonstrate excellent interpersonal and communication skills.
- Supervise the Family Medicine Program Coordinator and Associate Program Director.
- Perform all other duties as assigned.

Qualifications

- At least five years of clinical experience in Family Medicine, with three years of recent GME experience (i.e. as a core faculty member in an ACGME-Accredited Family Medicine Residency Program).
- Dedicate at least 70 percent of his or her time (at least 28 hours per week or 1400 hours per year) to program administration, evaluation, teaching, resident precepting, and scholarship. Time spent in direct patient care without the presence of residents must not be included in the 1400 hours per year total.
- Board certified by the American Board of Family Medicine.
- Must be appointed in good standing to the UHS Southern California Faculty(ies) Medical Staff.
- Unrestricted credentials within the Department of Family Medicine and be licensed to practice medicine by the State of California.
- Demonstrate clinical competence as a practicing physician.
- Candidates with recent scholarly activity such as peer reviewed funding, publication of original research or review articles in peer-reviewed journals, chapters in textbooks, publication or presentation of case reports or clinical series at scientific society meetings, or participation in national committees or educational organizations are strongly preferred.

Education

- Licensed to practice medicine in the state of California
- DEA certificate
- CPR Certification



Bartz-Altadonna Community Health Center

Skills / Experience

- A keen interest in helping the underserved population (e.g. the homeless population).
- FQHC Experience a plus
- Familiarity with Quality Measures a plus
- Able to be successfully credentialed by BACHC.
- Strong communication and interpersonal skills
- Bilingual (English and Spanish) a plus

Physical Demands

This is a physical position that will require standing on your feet, and walking. This would require the ability sit, walk, bend or stand as necessary, and ability to lift up to 25lbs.

Other physical demands of the position include but are not limited to:

1. Use of hands to handle, control, or feel objects, tools, or controls
2. Repetitious movements
3. Sit for long periods of time
4. Bend and twist the body
5. See details of objects nearby

Reasonable accommodations may be made for individuals with disabilities to perform the essential functions of the position

Position Type and Expected Hours of Work

This is a Full-time position. Days and hours of work are Monday through Saturday, hours range from 7:30am-6:30pm with occasional approved overtime.

Travel

On occasion travel will be required.



Bartz-Altadonna Community Health Center

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice to fit the needs of this position and BACHC. Duties will be as assigned

BACHC is an At Will and EEO employer

Signatures

This job description has been approved by all levels of management:

Supervisor _____ Date _____

HR Director _____ Date _____

CEO _____ Date _____

Employee signature below constitutes employee's understanding of the requirements, essential functions, and duties of the position.

Employee _____ Date _____