



POSITION DESCRIPTION	
Date: 10/22/2020	Please check one: <input checked="" type="checkbox"/> New <input type="checkbox"/> Revised
Position Title: Medical Director	Pay Rate/Grade: 210K -270K
Reports to: CEO	FLSA/ Work Status: <input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Non-exempt <input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time <input type="checkbox"/> Hourly <input checked="" type="checkbox"/> Salaried
Direct reports: Physicians	
Schedule: Monday – Friday 8:00am – 5:00pm	

JOB SUMMARY

The Medical Director is a key member of the executive leadership team, engaged in defining and leading the overall clinical vision for the organization. He/she provides medical oversight, expertise and leadership to ensure the delivery of cost effective and high quality medical health services that result in optimal patient experience. Split 60% clinical and 40% administrative duties.

EXPECTATIONS

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

MISSION AND VALUES

Our mission is to provide low cost, high quality health care to people who do not have access to any other medical care. Employees must possess a strong commitment to the mission, policies, goals and philosophy of HCHC.

ESSENTIAL DUTIES & RESPONSIBILITIES

Patient Care Responsibilities (60%)

- Expected patient volume: 20-24 patients per 8 hour shift.
- Test, treat, diagnose, and monitor disorders and illnesses.
- Obtain health history and perform physical examinations.
- Order and interpret diagnostic and therapeutic tests relative to the patient's age-specific needs.
- Review incoming reports (e.g. lab, x-ray, EKG, consult notes, medication refills, and outside records) in a timely manner, and develop a treatment plan.
- Prescribe appropriate pharmacological and non-pharmacological treatment modalities.
- Arrange referrals for services not offered by HCHC.
- Educate and counsel patients to promote good health and disease prevention.
- Practice within the confines of HCHC's established treatment protocols.
- Conduct follow-ups with patients to monitor and track their condition.

- Ensure that encounter notes are entered into the Electronic Health Record and closed within 72 hours of the visit. Encounter notes should:
 - ✓ Reflect changes in the patient's condition and other significant information;
 - ✓ Include documentation of pertinent history, review of systems, and physical examination;
 - ✓ Indicate studies performed, and that results were reviewed and discussed with the patient;
 - ✓ Reflect the provider's thought process as to the patient's problems, diagnosis and treatment;
 - ✓ Specify medications prescribed by the provider.
 - ✓ Develop and maintain a current chronic problem list.
 - ✓ Inform the patient of the general nature of their medical needs, the general prognosis, and the nature and purpose of the proposed treatment and procedures
 - ✓ Include referrals to specialty services as deemed medically necessary.
 - ✓ Integrate recommendations made by specialists into patient's treatment plan.
 - ✓ Reflect any pertinent attitudes or behavior on the part of the patient or family towards any aspects of care.
 - ✓ Include notation of the need for routine/ preventative services such as screening tests, periodic lab exams related to chronic disease care, and immunizations.
- Use and disclose patients' protected health information only in accordance with HIPAA standards.
- Ensure compliance with documentation and coding standards as required for patient care, claims submission standards, and insurance requirements.
- Strictly adhere to universal precautions as established by the CDC, OSHA, and HCHC.
- Develop relationships of trust and respect with all staff members; work cooperatively with staff which may include exhibiting flexibility in scheduling; helping with excess patient loads; following through on assignments.
- Treat all patients with dignity and respect; recognize patient's cultural, ethnic, and social background as well as personal beliefs.
- Participate in HCHC's after-hours call system. On-call notes should be entered into the patient's chart within 48 hours.
- Complete continuing education as required by state licensing standards.
- Supervise mid-level providers (NP or PA) in accordance with IPA/ health plan requirements.

Medical Provider Supervision & Support (20%)

- Supervise medical providers (MD, DO, NP, PA, DPM), including screening, interviewing, hiring, on-boarding, scheduling, disciplining and terminating. Conduct all aspects of supervision in a professional, consistent and objective manner.
- Ensure all medical providers meet patient care responsibilities as outlined above and on their job description.
- Review credentials and delineate clinical privileges for medical providers in accordance with HCHC's Credentialing & Privileging policy and procedure.
- Evaluate medical provider performance through peer review, chart auditing, etc. and provide regular feedback to medical providers on their performance on teamwork and professionalism, and clinical, compliance, regulatory, and fiscal indicators. Complete annual performance reviews.
- Identify need for and coordinate access to education and training in priority clinical knowledge

areas in primary care.

- Meet with individual providers on a regular basis to assess job satisfaction and well-being; offer resources and support as needed.
- Foster an environment that promotes trust and cooperation among providers and between providers and other staff.
- Identify areas to engage provider participation and input to expand and strengthen clinic programs through collaborative problem solving and decision-making.
- Oversee provider schedules, address provider attendance issues, and implement disciplinary actions, corrective action plans as needed.
- Champion integration of clinical services (behavioral health, dental), continuous quality improvement, and patient-centered medical home efforts with providers and care teams.
- Develop and implement written guidelines, standing orders, workflows, etc. that ensure the highest quality of care, patient safety, and evidence-based standards. Monitor clinical issues to ensure proper protocols are used and risk is minimized.
- Hold monthly provider meetings.

Organization leadership/ administrative responsibilities (20%)

- Support and implement the organization’s vision, mission and values.
- In partnership with the CEO, COO and CFO, work to achieve cost efficiency, operating effectiveness, and clinical excellence.
- Work closely with leadership to develop visit targets and review monthly performance against budget.
- Work to meet clinical performance measures (UDS, HEDIS, STARS) so the organization may maximize incentive revenues derived from Pay-for-Performance quality measures and other initiatives.
- Achieve optimal patient satisfaction by implementing a care team approach that provides high quality care and timely information to all patients.
- Oversee the organization’s Quality Improvement and Risk Management programs, which includes:
 - ✓ Chair QI/RM Committee;
 - ✓ Participate in the investigation, reporting and follow-up action plan of reported grievances, adverse events and any other clinical issues that compromise the quality of clinical care;
 - ✓ Review quarterly peer review results and develop corrective action plans for providers who fail to meet peer review standards.
- Participate in health plan, LA County and any other clinical audits, as needed.
- Prepare and submit reports as necessary to any requiring department in an accurate and timely manner.
- As clinical/ medical director, represent the organization by signing paperwork as requested from Federal, state, local governments, health plans and/or IPAs.
- Present regular reports to the Board of Directors.
- Perform all other related duties as needed or assigned.

QUALIFICATIONS

Required education, experience and/or training:

- Must possess an unrestricted license to practice medicine in California
- Must be Board certified or eligible in Family Medicine or Internal Medicine
- Current DEA license and BCLS certification

- At least three years of experience in a primary care setting preferred. Public health, FQHC experience preferred
- Knowledge of healthcare systems, medical quality assurance, quality improvement, and risk management
- Experience and demonstrated successful leadership of chronic disease management, population health programs, and enabling services
- Strategic and innovative thinker with proven ability to communicate a vision and drive results
- Demonstrated management, organizational, and interpersonal skills with a diverse staff

PHYSICAL REQUIREMENTS

The physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. While performing the duties of this job, the employee is regularly required to sit; use hands to manipulate objects, tools or controls; reach with hands and arms; and talk and hear. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and the ability to adjust.

Hours: HCHC is open Monday – Thursday 8am-7pm, and Friday 8am-5pm. This is a part-time, hourly, non-exempt position. Specific hours flexible depending on operational needs.

EQUAL EMPLOYMENT OPPORTUNITY STATEMENT

HCHC provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, national origin, age, disability, marital status, amnesty, or status as a covered veteran in accordance with applicable federal, state and local laws. HCHC complies with applicable state and local laws governing non-discrimination in employment in every location in which the organization has facilities. This policy applies to all terms and conditions of employment, including, but not limited to, hiring, placement, promotion, termination, layoff, recall, and transfer, leaves of absence, compensation, and training.

DISCLAIMER

The above statements define this position as it currently exists and are intended to describe the general content of and requirements for this job. They are not to be considered as an exhaustive statement of duties, responsibilities, or requirements and does not limit the assignment of additional duties at the discretion of the supervisor. HCHC is an at-will employer.

In addition, HCHC may change your duties, compensation or hours, or transfer, reassign, promote, demote, suspend or otherwise change the terms and conditions of your employment (other than the at-will relationship), with or without cause or prior notice.

Employee Name

Date

Employee Signature