

**POSITION DESCRIPTION**

<b>POSITION TITLE</b> Internal Medicine Physician	<b>JOB CODE</b>	<b>EXEMPT STATUS</b> Exempt	<b>PAY GRADE</b>
<b>DEPT/LOCATION</b> All Locations- South Los Angeles		<b>SUPERVISOR'S TITLE</b> Chief Medical Officer	
<p><b>POSITION SUMMARY</b></p> <p>Provides comprehensive medical services for adult members of family. Services include: primary care and treatment, Preventative care, Immunizations, health education, prescribing of medications, ordering or interpreting lab testing, physical examinations, STD screenings, Vision/hearing, family planning, and nutrition. The mission of SJWCFC is to provide medical, dental and mental health services to underserved and uninsured persons in South Los Angeles. Provider may be used in a variety of locations depending upon the need of the organization. Occasional evening and Saturday shifts. No hospital calls or rounds. Available to travel to clinics upon short notice on urgent situations to serve our patients.</p> <p>Providers work some evenings and at least two Saturdays a month as scheduled (unless designated on-call provider at a clinic).</p> <p>Note: The information in this position description indicates the general nature and level of work performed by employees within this classification. It is not designed to be interpreted as a comprehensive inventory of all duties, responsibilities, and qualification required of employees assigned to this job. Revises by CMO on 07/25/12.</p>			
<p><b>REQUIRED SKILLS AND QUALIFICATIONS</b></p> <p><i>Education:</i></p> <ul style="list-style-type: none"> <li>• Medical Degree (MD, DO)</li> <li>• Internal Medicine Residency training</li> <li>• <i>Experience:</i> (Required)</li> <li>• Within scope of training</li> <li>• Familiar with Electronic Health Records (EHR)</li> <li>• Basic computer skills</li> </ul> <p><i>Licensure/Certification:</i> as appropriate</p> <ul style="list-style-type: none"> <li>• CA Medical License, DEA Certificate</li> <li>• BLS and PALS certified</li> <li>• Board certified or Board eligible within three years of residency training</li> <li>• HIV certified (preferred)</li> <li>• Employees are responsible for maintaining individual certifications as required by job function or by law and provide Verification and recertification when requested by management.</li> </ul>			
<p><b>PRINCIPLE ACCOUNTABILITIES.</b> We acknowledge that all employees should have goals and objectives that support the Mission of St. John's and that each should be accountable for personal, team and organizational goals.</p>			
<p><b>Duties and Responsibilities:</b></p> <p><b>Personal-Team-Organization</b></p> <ul style="list-style-type: none"> <li>• Reviews patient file/record, including allergies, problems, medications and immunization status.</li> <li>• Elicits and records information about patient's medical history.</li> <li>• Examines patients for symptoms or physical information.</li> <li>• Orders or executes various tests, analyses and diagnostic images to provide information on patient's condition.</li> <li>• Analyzes reports and findings of tests and examination and diagnoses condition of patient.</li> <li>• Administers or prescribes treatments.</li> <li>• Determines and prescribes medication, dosage and schedule given the patient's condition and allergies.</li> <li>• Discusses any possible side effects to medication or immunization with patient.</li> <li>• Prescribes vaccinations to immunize patient from communicable diseases.</li> <li>• Promotes health by advising patients about diet, hygiene and methods for prevention of disease.</li> <li>• Performs surgical procedures commensurate with surgical competency.</li> <li>• Refers patients to medical specialist for consultant services when necessary for patient's well-being.</li> </ul>			

- Documents the patient's visit including medical history, physical exam, diagnoses and plan of action.
- Follows up with patient regarding progress in high risk or emergency cases.
- conducts physical examinations to provide information needed for admission to school, consideration for jobs, or eligibility for insurance coverage.
- Administer Family Planning services in compliance with title X Rules and Regulations/Protocols.
- Reviews and audits health charts of patients who receive Family Planning services.
- Commitment to mission of St. John's with clinic involvement and engaging in healthcare community events
- Provider goals: sees minimum of twenty-five patients per day subject to clinic goals
- Providers schedule: works twenty-six Saturday's per year to provide coverage and subject to clinic goals and some evenings

### **Provider Competencies – Specificity**

- Analytical – Synthesizes complex or diverse information; collects and researches data.
- Problem Solving – Identifies and resolves problems in a timely manner.
- Technical Skills – Assesses own strengths and weaknesses.
- Customer Service – Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to requests for service and assistance.
- Oral Communication – Responds well to questions; participates in meetings.
- Written Communication – Writes clearly and informatively.
- Ethics – Treats people with respect; upholds organizational values.
- 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/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **Language Skills**

Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public. Bilingual in Spanish preferred.

### **Mathematical Skills**

Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of plane and solid geometry and trigonometry. Ability to apply concepts such as fractions, percentages, ratios, and proportion to practical situations.

### **Reasoning Ability**

Ability to define problems, collect data, establish facts and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

### **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.

### **Social Medicine Core Competencies**

Social Medicine fosters the understanding and skills required to care for patients and address the living and working conditions that affect health of communities. These core competencies are an innovative work-in-progress and are being developed in response to the needs and characteristics of the residents and communities served by St. John's Well Child and Family Centers. These social medicine core competencies were developed in consultation with St. John's providers and community health promoters, South Los Angeles community partners, and social medicine academic experts. Core competencies of the Accreditation Council of Graduate Medical Education and the American Public Health Association informed the development of these competencies.

### **SJWCFC Social Medicine Core Competencies**

#### **Core Competencies:**

- Patient Care
  - Applying Evidence-Based Medicine
- Medical Knowledge
  - Research Literacy

**Cross-Cutting Core Competencies:**

- Interpersonal and Communication Skills
  - Motivational Interviewing and Communication Skills
  - Cross-Cultural Care/Medical Spanish
- Continuous Quality Improvement (CQI) Skills
- Ethics, Human Rights and Professionalism
  - Preventing and Addressing Provider Stress and Burnout
  - Leadership Development (including Project Management)
- Social Determinants of Health-Based Practice
  - Increasing Patient Efficacy, Civic Agency and Social Capital
  - Addressing Medical—Legal Needs
  - Addressing Determinants of Health in Practice
    - Housing
    - Education/Literacy
    - Employment
    - Insurance Access
    - Food Security
    - Violence and Abuse
    - Health Behaviors

**MISSION STATEMENT**

The mission of St. John’s Well Child and Family Center is to improve and maintain the health of children and their families regardless of their ability to pay, and enhance the community’s access to health care, by providing a medical home offering preventive and primary medical, dental and mental health treatment for underserved, uninsured and economically disadvantaged persons. The Center also serves a critical function in early identification and referral for serious medical conditions requiring more advanced medical treatment. Our Clinics serves chronically underserved, uninsured and economically disadvantaged families. St. John’s Well Child and Family Center has been involved in increasing the availability and access to health care for the medically indigent since 1963.

**VISION STATEMENT**

The vision of St. John’s is to deliver high-quality primary and preventive medical, dental, and mental health services that go beyond the borders of tradition to uninsured, underserved, and economically - disadvantaged persons in Los Angeles. We are devoted to instilling the value of well-being to our communities, resulting in self-advocacy, self-esteem, and self-sustenance through innovative and developmental programs and collaborative endeavors.

**COMPANY VALUES**

**Dignity**

We honor and respect every person we encounter as a valued member of the human family whose gifts and rights are to be protected.

**Excellence**

We support and champion individual and organizational growth, accountability, creativity, teamwork, and commitment to quality, and the best standard of care.

**Well-Being**

We promote and advocate for the full integration of our patient’s physical and mental health with their needs as an active member of a vibrant and just community.

**Social Justice**

We collaborate with others to develop systems, organizations, and programs that address the needs of and empower all members of our community with a preference for the most vulnerable and disadvantaged.

### **Commitment to Process Improvement**

Employees will make a commitment to the change process and embrace new systems and technology designed to enhance employee skills and improve patient care.

Employees will actively engage in designing, implementing and optimizing new systems for efficient operating.

Employees will be dedicated to a patient-centered medical home model fostering excellence in customer service and patient care.

Employees will provide cross functional support to other employees which means you will be responsible for "other duties as assigned" to pick up the work load and rebalance the work load for continued efficiency in patient care.

### **Essential Job Functions include the following:**

Physical Demands: The physical demands described here are representative of those that be met by an employee to successfully perform the essential functions of this job and include the ability to type and operate a personal computer with various software programs, effectively operate standard office equipment, bend, stoop, crouch, kneel, twist, balance, and work at a desk, lift and carry up to 25 pounds, and communicate (written and oral) in a clear and professional manner.

Mental/Cognitive Demands: Establish and maintain effective work relationships with co-workers and customers, maintain regular attendance, understand and carry out a variety of oral and written instructions, have knowledge of proper English usage, grammar, punctuation, spelling, and vocabulary, have the ability to learn office principles, practices, and methods, understand filing systems, including numerical, alphabetical, and chronological, learn a variety of procedures, policies, and services of the assigned work unit or program, perform assigned duties with efficiency and accuracy and maintain confidentiality.

### **Competency Definitions**

Competencies are metrics used to measure how well you perform your duties and responsibilities on the job. For example one employee may handle X numbers of patients per day but when surveyed, the way the patient was handled or mishandled speaks to competence. Competence is measured on a scale of 1 (low) to 5 (high).

## **Personal**

### **1 Results Orientation**

- Employee takes initiative and sets high goals and consistently achieves goals as assigned.
- Quality of work is accurate and has consistent neatness and detail.
- Quantity of work meets goals and deadlines. Maintains a steady pace under pressure.

### **2 Decision Making and Problem Solving**

- Weighs all facts before making a decision and willing to take action within limits.
- Consults with superiors before taking action. Digests relevant information.
- Anticipates and prevents problems before they get out of hand.

### **3 Judgment**

- Uses sound logic and factual information to analyze situations.
- Knows how to find information relevant to circumstances.
- Can withhold personal feelings and politics when making decisions.

### **4 Oral and Written Communication**

- Is effective in one-on-one and groups situations.

- Can listen and respond appropriately discussing matters.
- Provides professional responses to internal patients and external vendors.

### **5 Flexibility and Dependability**

- Performs effectively when faced with varying operating conditions.
- Punctual, attentive and accepts responsibility for all duties assigned.
- Can adjust quickly to changing environments and demanding situations.

### **6 Job knowledge and Technical Skills**

- Proficient in job knowledge and technical skills required for the position.
- Shows understanding and demonstrates skills as needed.
- Learns new skills and terminology as appropriate in a changing environment.

## **Team**

### **7 Planning and Organizing**

- Schedules time effectively, meets deadlines, to achieve all goals and objectives.
- Plans each day with priorities and accomplishes daily, weekly and monthly goals.
- Demonstrates good time management and strong administrative skills.

### **8 Supervision**

- Accepts corporate mission and objectives and is aligned properly to outcomes.
- Keeps supervisor informed with updates, reports, and changes.
- Supervises with integrity and demonstrates leadership when assigned employees.

## **Team (continued)**

### **9 Teamwork and Developing Others**

- Builds teamwork and team spirit among all employees.
- Maintains solid working relationships that support and encourage one another.
- Enforces team concepts over personal bias and individual opinions.

### **10 Composure**

- Maintains composure and objectivity when under pressure.
- Embraces change and new challenges with enthusiasm and energy.
- Handles themselves in a mature and professional manner.

### **11 Building Relationships**

- Maintains rapport with employees, patients and stakeholder.
- Manages conflict constructively to achieve mutually beneficial outcomes.
- Builds consensus and overcomes.

## **Organization**

### **12 Leadership**

- Employee is a positive role model and demonstrates integrity on the job.
- Develops others to maximum capacity for growth and incremental improvement.
- Manages others to win loyalty and commitment.

### **13 Awareness: Internal and External**

- Understands internal corporate culture and can maneuver as required.
- Keeps abreast of new services and changes that affect the business.
- Keeps informed on community, political and legal matters pertaining to St. John's.

**14 Quality Control: Improvement of Patient Care and Profitability**

- Exceeds patient expectations in providing services to our community.
- Properly matches patient need to appropriate referral service(s).
- Supports St. John's Mission with enthusiasm and in a caring manner.

**Acknowledgement: I have read and understand my job description duties and responsibilities, Mission, Vision, Commitment to Process Improvement, and Competency definitions and accept the position as defined.**

**Employee Signature** \_\_\_\_\_ **Date** \_\_\_\_\_

**Human Resources** \_\_\_\_\_ **Date** \_\_\_\_\_