

POSITION TITLE:	Chief Medical Officer		
DEPARTMENT:	Medical Clinical		
REPORTS TO:	Chief Executive Officer		
Date Created	10/17/2014	Date Revised:	07/09/2018; 05/15/2020

POSITION SUMMARY:

The Chief Medical Officer (CMO) is responsible for overseeing and managing all medical clinical functions. The Medical Director promotes the integration of clinical programs and assures effective and efficient delivery of quality medical care consistent with the mission and vision of San Fernando Community Health Center (SFCHC). Also, acts as the liaison to all regulatory and credentialing agencies for medical clinical standards.

CORE JOB RESPONSIBILITIES:

- Determines the services, programs and integration of medical clinical areas within SFCHC including but not limited to medical services and other services as identified from time to time.
- Coordinates with Chief Dental Officer in the integration of oral health services into medical clinical areas as consistent with the mission and vision of SFCHC.
- Coordinates with Director of Behavioral Health in efforts to integrate Behavioral Health Services into the framework of Patient Centered Medical Care.
- Participates in the organization’s strategic planning efforts, including the Patient Centered Medical Home strategy.
- Sets the standards of medical care and scope of practice policies for medical providers within the SFCHC office(s).
- Establishes and implements the framework and guidelines for peer review for medical providers. Oversees the Peer Review Committee for medical providers.
- Establishes criteria and guidelines for SFCHC’s continuing medical education program.
- Reviews and approves all medical protocol sources used in the clinics.
- Establishes and implements the credentialing and clinical privileging framework and guidelines for medical providers.
- Attends Board meetings as requested, and provides reports to the Board of Directors as required.
- Monitor the development, implementation, maintenance and evaluation of a Continuous Quality Improvement (CQI) program. The CQI program will include the appropriate monitoring of care received within the institution, the development of policies and procedures, and the development of means for assured compliance with SFCHC policies, corporate compliance, and grant requirements.
- With the assistance of the QI Manager, lead SFCHC’s QI Committee, including setting up regular meetings, review of appropriate indicators, and regular reports to the Board of Directors as required.
- Collaborating with Credentialing Specialist, assures all medical providers are qualified by training and experience to perform those services they are assigned to provide, in addition to meeting licensing, certification and other legal requirements.
- Identifies the frequency, type and purpose of periodic provider staff meetings, training meetings and internal education meetings; including but not limited to at least a monthly provider staff meeting.

- Promotes clinic services by participating in community groups and meetings, such as currently held CAG telephone weekly meetings and monthly CAG meetings with CCALAC and other meetings as required by SFCHC, and communicating in formal reports regularly with administration, case managers and physicians information garnered by such attendance.
- Assists with the maintenance of clinical coding and documentation standards.
- Participates in the selection of all medically related provider staffing needs of SFCHC.
- Coordinates, evaluates and oversees all physician specialty panels as they relate to SFCHC.
- Performs other duties as assigned, consistent with the mission and business interests of SFCHC

SUPERVISORY RESPONSIBILITIES

CMO is responsible for the supervision of the following positions:

- Medical Providers
- QI Manager

COMPETENCIES:

Accountability: Takes ownership for delivering on commitments; owns mistakes and uses them as opportunities for learning and development; openly discusses his/her actions and their consequences both good and bad; has an ability to identify strengths and developmental opportunities and leverages insight to make adjustments to improve their effectiveness; courage to have the difficult conversation.

Communicating Effectively: Shares information. Listens and involves others. Clearly conveys ideas in a manner that engages others and helps them understand and retain the message.

Customer Focus: Builds customer confidence, is committed to increasing customer satisfaction, sets achievable customer expectations, assumes responsibility for solving customer problems, ensures commitments to customers are met, solicits opinions and ideas from customers, responds to internal customers.

Decision Making/Judgment: Approaches problems and decisions methodically and objectively; involves others as needed; uses sound judgment in making decisions and understanding the impact to themselves, customers, their team, and the organization; conducts the appropriate analysis to identify the symptoms and root cause of issues; makes timely decisions.

Results Orientation: Is focused on outcomes and accomplishments; follows through on commitments; can be counted upon to successfully execute on goals; motivated by achievement and a need for closure; has an attention to detail and is both efficient and effective in achieving a high level of measureable outcomes; persists in achieving goals despite obstacles.

Supporting the Mission : Actively supports SFCHC's mission and values; uses individual skills to add value to the mission of *"providing high-quality state-of-the-art health care services, as well as prevention and education services in a supportive atmosphere to every person, particularly the most vulnerable of the San Fernando Valley, regardless of religion, race, age, sex, or personal income."*; aligns actions around organizational goals; gives priority to organizational mission and value when making decisions.

QUALIFICATIONS:

Required education, experience, training

- Doctor of Medicine degree
- Board Certified
- Minimum of ten (10) years' experience, with increasing responsibilities in the leadership of a healthcare service organization.
- Experience with utilization and quality management as well as physician practice management.
- Advanced management degree or board certification in medical management desired.

PHYSICAL, SENSORY, ENVIRONMENTAL QUALIFICATIONS:

In a typical day, this job involves the activities listed below. Indicate the frequency of performance of each activity by placing a check mark (4) in the appropriate column.

- R = rarely (less than 0.5 hour per day)
- O = occasionally (0.5 to 2.5 hours per day)
- F = frequently (2.5 to 5.5 hours per day)
- C = continually (5.5 to 8 hours per day)
- NA = not applicable

Describe any job duty which requires repetition or a unique application of the activity.

Physical Activity	R	O	F	C	NA
Sitting				X	
Stationary standing		X			
Walking		X			
Ability to be mobile				X	
Crouching (bend at knee)	X				
Kneeling/crawling	X				
Stooping (bend at waist)	X				
Twisting (knees/waist/neck)		X			
Turning/Pivoting		X			
Climbing	X				
Balancing		X			
Reaching overhead		X			
Reaching extension		X			
Grasping		X			
Pinching		X			
Pushing/Pulling:		X			
Typical weight: Circle the appropriate weight in pounds 1-10 <u>11-20</u> 21-30 31-40 41-60 61-80 81-100 >100					
Maximum weight: Underline the appropriate weight in pounds 1-10 11-20 <u>21-30</u> 31-40 41-60 61-80 81-100 >100					
Lifting/Carrying:		X			
Typical weight: Underline the appropriate weight in pounds 1-10 <u>11-20</u> 21-30 31-40 41-60 61-80 81-100 >100					

Maximum weight: Underline the appropriate weight in pounds 1-10 11-20 <u>21-30</u> 31-40 41-60 61-80 81-100 >100					
Sensory Activities	R	O	F	C	NA
Talking in person				X	
Talking on telephone			X		
Hearing in person				X	
Hearing on telephone			X		
Vision for close work				X	
Environmental Factors					
Safety requirement: -clothing -required safety equipment -activities performed			Exposures: -fumes -chemicals -blood or other bodily fluids -cold/heat -dust		

EQUAL EMPLOYMENT OPPORTUNITY STATEMENT:

San Fernando Community Health Center 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. San Fernando Community Health Center 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, transfer, leaves of absence, compensation, and training.

The undersigned have read this job description and agree that it defines the position as it currently exists. The undersigned also understand that the above is intended to describe the general content of and requirements for this job. It is 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.

Date:			
Employee Name:		Employee Signature:	
Supervisor Name:		Supervisor Signature:	