

JOB DESCRIPTION

“To enhance the quality of life for men, women and children in the greater Los Angeles area through the provision of high quality, accessible and affordable healthcare services.”

We offer fantastic benefits, competitive pay, and a great family-oriented environment!

We offer:

- Medical Benefits - FHCCGLA pays **100%** of employee’s Kaiser; Anthem Blue Cross; Health Net; and United Health Care coverage (HMO Plan) subject to change during open enrollment.
- Dental Benefit - MetLife Only (HMO/PPO Plan).
- Vision Benefit - MetLife Plan.
- Life Insurance - Accidental Death & Dismemberment; and Long-term Disability.
- Employee Assistance Program
- AFLAC Benefits
- 403 B - Through Mutual of America, the company matches up to 4% of employee’s salary.
- 11 Holidays Observed.
- 2 Floating Holidays
- 1 Birthday Holiday
- 7 Paid Sick Leave - 56 hours.
- 2 weeks’ Vacation

PROVIDER BENEFITS

Full-Time CME Days:

- Physicians, Pharmacist, Optometrist - \$800.00 Annually and 5 Paid CME days.
- Advanced Practitioners - \$500.00 Annually and 3 Paid CME days.
- RN, LCSW, MSW, LVN, LMFT - \$300.00 Annually and 2 Paid CME days.
- Registered Dietitians - \$200.00 Annually and 1 Paid CME day.

License Reimbursement:

- Medical License
- DEA licenses
- CPR

Possible student loan repayment for providers:

- HRSA, HWDD, LA CARE
- OSHPS HPEF

This would be a great opportunity to make a difference with you onboard!

This position pay rate \$ 273,759.00 - \$302,500.00 Salary is equivalent with experience...

JOB TITLE: Chief Medical Officer

DEPARTMENT: Administration

REPORTS TO: Chief Executive Officer

POSITION OVERVIEW: As the leader of the provider team, FHCCGLA's CMO directs and supervises the clinical aspect of the agency, participates in the healthcare planning, implementation and ongoing development and evaluation of medical services as well as oversees Q.I./Q.A., Risk Management, PCMH and FTCA.

DUTIES/RESPONSIBILITIES - ADMINISTRATIVE:

1. Serves as the clinical strategist for FHCCGLA's executive management team.
2. Represents the clinical side of aspects for the executive management team, the board and patients to ensure that decisions maximize patient care while ensuring to supporting FHCCGLA's long/short-term goals and objectives.
3. Supervises, provides leadership and direction to the following professional staff:
 - Physicians (M.D., D.O., etc.)
 - Family Nurse Practitioners
 - Physician Assistants
 - Pharmacist/P.I.C.
 - D.D.S.
 - D.O.
 - D.P.M.
 - M.A.'s
 - Q.I./Q.A.-Risk Management Coordinator
 - Immunization Coordinator
 - a. Sets the standard of professional performance for all medical and clinical support staff.
 - b. Provides as-needed consultation support to all FHCCGLA providers and staff listed above by telephone or other electronic means.
4. Establishes and updates/reviews (annually) all required medical policies & procedures (P&P's) and protocols to ensure compliance with Federal requirements,

- standards of care and as directed by licensing, funding and/or other pertinent agencies (HRSA, FTCA, health plans, PCMH, CPSP, CHDP, Family PACT, etc.). Ensures that all standard medical P&P's, protocols and guidelines are followed as required.
5. Observes, revises and improves all current medical care standards, protocols and practices.
 6. Undertakes continuous self-improvement, attending applicable training, seminars, in-services and educational classes to maintain skills competency and current knowledge for standard of care and effective practices.
 7. Responsible for following all agency safety and health standards, regulations, procedures, policies and practices.
 8. Identifies, initiates and implements measures to deliver high quality care to patients and improve services.
 9. Responds efficiently and timely to all patient and provider staff needs and inquiries.
 10. Ensures excellent customer service to all FHCCGLA patients.
 11. Works with the operations managers to manage patient scheduling and flow to address bottlenecks, scheduling issues, etc.
 12. Handles patient grievances according to FHCCGLA's Policy & Procedure.
 13. Assists in developing, updates & reviews of FHCCGLA Policies & Procedures (P&P's) as needed (with input from all other key personnel).
 14. Ensures HIPAA compliance by maintaining strict confidentiality of all patient data and E.H.R./Practice Management System (PMS) according to regulations and FHCCGLA's P&P's.
 15. Attends the following meetings/trainings:
 16. Mandatory Quarterly Staff Meeting/Trainings- Quarterly (Jan., Apr., Jul. & Oct.)
 17. Corporate Risk Management Meeting- Quarterly (Jan., Apr., Jul. & Oct.), as needed (advanced notice will be provided when feasible)
 18. Clinical & Operations (C&O) Meeting- As needed (advanced notice will be provided when feasible)
 19. Meetings with FHCCGLA's Executive Leadership, as needed (advanced notice will be provided when feasible)
 20. Other pertinent meetings- As scheduled
 21. Remains informed of:
 - Current legal and regulatory changes related to scope of practice.
 - Specific programs/payors, insurances accepted, and services being offered at FHCCGLA.
 - All applicable Policies & Procedures
 22. Establishes benchmarks and sets clinical standards of professional performance for all medical staff to ensure that all patients are receiving the highest quality care.
 23. Works with FHCCGLA's executive management team to develop/meet short/long-term strategic plan objectives (as BOD approved) for service expansion or programs for a specific target population/site.
 24. Formulate, develop, and execute health care plans and program requirements.
 25. To continually improve medical practices, shall assist in developing and implementing programs, systems and processes that meet evidence based medical standards while ensuring the highest level of care to all FHCCGLA patients.

26. Serves as the chair of the following committees:
 - a. Medical Advisory Committee (MAC)- serves as the information resource to FHCCGLA providers for all performance measures, updates on clinical standards, pertinent matters applicable to clinical care guidelines and evidence based practices, productivity, Meaningful Use (MU), E.H.R., etc. During the MAC meetings also obtains providers input related to patient care, clinical concerns, opportunities for care improvement and FHCCGLA's healthcare delivery system.
 - b. Quality Improvement (Q.I.) / Quality Assurance (Q.A.) Committee- serves as the information resource to the Executive Management Team, Board of Directors (BOD) or other relevant staff for all reporting pertaining to developments, program implementation and identified issues. NOTE: Q.I./Q.A. Report is presented to FHCCGLA's BOD on a monthly basis.
 - c. Peer Review- oversees peer review system to ensure that it is being done as required and addresses pertinent matters with individual providers as necessary.
 - d. Corporate Risk Management Committee- serves as the information resource to the BOD for all reporting pertaining to risk management concerns, cases and system improvements to improve overall care at all FHCCGLA sites.
 - e. Credentialing & Privileging Committee- serves as the information resource to the BOD for all pertinent reporting related to developments.
27. Responsible for Credentialing & Privileging (C&P) of all FHCCGLA providers- FHCCGLA Board of Directors has delegated the authority of granting clinical privileges to the CMO. As such, it is the responsibility of the CMO to ensure that the Credentialing & Privileging Program is implemented and managed according to FHCCGLA's Credentialing & Privileging policy & procedure. Further, CMO (or designated representative) will ensure the Board of Directors are appraised via Board meeting presentation of all practitioners hired, reappointed and/or additional privileges granted or revoked.
28. Risk Management Report is presented to FHCCGLA's BOD annually.
29. Measures/monitors Q.I./Q.A. through annual medical staff performance appraisals (PA) and peer review. NOTE: Forwards PA/recommendations to Human Resources (H.R.) to retain in the employee's personnel file.
30. Audits charts by conducting random chart reviews regularly.
31. Regularly monitors the referral utilization review process and addresses any pertinent issues.
32. Works with Chief Financial Officer (C.F.O.) and Chief Operating Officer (C.O.O.) to establish productivity levels for all providers and ensures the meeting of these goals.
33. Takes overall responsibility to protect FHCCGLA's liability for all medical care services provided by the agency.
34. Assumes legal responsibility in conjunction with the CEO for the pharmacy practices in compliance with state and federal guidelines.
35. Shall ensure to adhere to all HRSA Program Requirements.
36. Provides input on the appropriate staffing levels, equipment, supplies and facilities for all FHCCGLA clinic sites.
37. Provides input on the evaluation of medical assistants (M.A.'s) and other technical

personnel assigned to patient care.

38. Ensures compliance with applicable HCFA, Risk Management, OSHA, CLIA and other federal, state and institutional regulations.
39. Shall assist in the implementation of Meaningful Use (M.U.) and Patient Centered Medical Home (PCMH) through collaborative efforts of key executive staff (e.g., C.E.O., C.O.O., IT Systems Administrator, Q.I./Q.A./Risk Management Coordinator, etc.).
40. Assists with solutions to any problem that may arise in any area related to patient care that requires medical input.
41. As part of the executive management team, the C.M.O. shall support and contribute to accomplish the implementation of FHCCGLA's business plan and strategic planning for the agency.
42. Delegates the medical team to the collaborative professional associations and participates in the collaborative activities (e.g., disease management, clinical advisory groups, CCALAC roundtables for Clinical Advisory Group (CAG), Dental, Pharmacy, etc.).
43. Travel to and from clinic sites as scheduled and to attend pertinent meetings or conferences such as CCALAC, CPCA, NACHC, etc.
44. Delineates clinical privileges.
45. Provide other assistance and direction as needed and/or requested by the C.E.O.

CLINIC OPERATIONS: Works with the C.O.O. & the Clinical & Operations (C&O) Committee to:

1. Implement new clinic operating processes and systems to enhance patient flow, provide quality care and address patient satisfaction survey corrective action plans (CAP).
2. Ensure the efficient functioning of all clinic sites, coordination of provider schedules, compliance in regards to supervision and health plan requirements related to provider hours available on-site.
3. Comply with FHCCGLA's Credentialing & Privileging P&P's.
4. Review all patient grievances and implement measures to address grievance as necessary (e.g., meeting with provider, etc.).
5. Oversee the medical portion all Medical Record Reviews (MRR) of the medical record audits (conducted for Q.A.) including proper documentation, review of laboratory reports, appropriate referral, continuity of care, identification of trends of the clinical practice and implementation of performance improvements with the Q.A. team.
6. Provide oversight of the Immunization Coordinator to ensure that the Vaccines for Children (VFC) and adult vaccine programs are managed appropriately (e.g., avoidance of vaccine wastage, appropriate storage & handling, vaccine inventory, etc.).
7. Ensure adherence to all FHCCGLA Policies as they relate to behavior, attendance, schedules, dress code, etc. by medical staff.
8. Annually monitor the medical budget.

DIRECT PATIENT CARE:

1. Performs patient assessments, physical examinations, order/performs necessary laboratory/diagnostic tests, proficiency testing, prescribe and dispense medications in compliance with FHCCGLA P&P's.
2. Adheres to universal precautions as set by the Centers for Disease Control (CDC), OSHA Occupational Safety & Health Administration.
3. Maintains strict patient confidentiality.
4. Completes thorough and timely documentation of patient care rendered, pertinent forms applicable to clinic visit, findings, recommendations and prescriptions at the conclusion of each clinic visit.
5. Ensures positive interactions with all patients, visitors and staff with whom he/she interfaces.

MINIMUM QUALIFICATIONS:

1. Current valid license to practice in the State of California with no pending or prior disciplinary actions from any state licensing entity.
2. FQHC experience, highly preferred.
3. Excellent analytical skills.
4. Knowledge of administrative principles and procedures.
5. Ability to prioritize workload and work under pressure of deadlines.
6. Ability to meet tight time sensitive deadlines.
7. Motivated and committed to the provision of high-quality healthcare for indigent and underserved communities.
8. Willingness to adapt to changes with regards to the agency's growth and expansion.
9. Minimum 5-year healthcare management experience required.
10. Demonstrated leadership ability, interpersonal skills and team management.
11. Knowledge regarding treatment methods in the area of specialty and awareness of current medical, educational and psychosocial intervention procedures.
12. Experience in developing, implementing and overseeing programs.
13. Experience and knowledge of multi-ethnic and community-based clinic environments.
14. Experience working with information technology (IT) staff to implement and manage sophisticated practice management and E.H.R. software.
15. Ability to perform clinical responsibilities within FHCCGLA's guidelines in an efficient manner.
16. Solid managerial, administrative and organizational skills.
17. Creative skills, resourcefulness and judgement in managerial and administrative issues.
18. Excellent analytical and reasoning skills.
19. Expertise with low-income, indigent, ethnically and socially diverse patients.
20. Ability to relate and communicate well with all individuals interfaced.
21. Flexible with agency growth in regards to work schedules and sites.
22. Current DEA license.
23. Board certified in the practice specialty.
24. Current CPR certification.

ADDITIONAL ELIGIBILITY QUALIFICATIONS:

1. Well-developed interpersonal skills, friendly personality and able to motivate staff by promoting teamwork.
2. Ability to relate to the public regardless of ethnic, religion and economic status.
3. Excellent communication skills.
4. Willingness to travel.
5. Strong planning and organizational skills.
6. Problem analysis and critical thinking skills.
7. Excellent customer service skills.
8. Knowledge of the following (but not limited to), preferred:
 - My Health LA
 - Medicare
 - Medi-Cal
 - Managed Care Plans
 - PPO's
 - Family PACT
 - Fee-for-Service
 - Every Woman Counts
 - HMO's
 - CPSP
 - CHDP

Employee Signature: _____ Date _____

Supervisor Signature: _____ Date _____