

SUMMARY The CMO will report to, and work closely with, the CEO. He/she will also partner with other senior leaders to develop and implement strategies across the organization, including policies and plans to meet Los Angeles Christian Health Centers short- and long-term objectives. The CMO will oversee all clinical services provided at LACHC; ensure clinical quality, establish and implement clinical protocols and policies; supervise licensed clinical providers; oversee credentialing and privileging; participate in clinic leadership as a member of the Executive Committee; lead the Continuous Quality Improvement program; serve on the Risk Management Team; oversee leaders of dental, optometry, and pharmacy departments.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned. Some of these may be accomplished through delegation.

- Works with executive leadership team to develop/implement/meet short and long term strategic plan objectives.
- Participate actively on the Executive Team and serve as the clinical strategist for LACHC.
- Participate in regular Executive Team, Leadership Team, CQI Team, All-Staff Meetings, Risk Management team, Medical Provider Meetings, and Board of Directors Meetings.
- Establishes productivity levels for all providers and works closely with the CFO and COO to ensure the meeting of these goals.
- Provide oversight and direction for all clinical services offered through LACHC.
- Provide direct healthcare services for patients of LACHC, assess medical needs, compile care plan, and refer to outside agency when necessary. Prescribe appropriate medications and treatments, keep accurate records on interventions and patient education (one shift per week only).
- Fulfill the duties of a physician listed in the Job Description for physicians, including accurate, concise, and thorough documentation of medical care, timely completion of electronic notes, timely review of labs and reports, initiation and follow through of referrals and electronic consults (one shift per week only)
- Supervise Lead Clinicians, Pharmacy Director, Dental Director, and Optometry Director. May also supervise selected Physicians and Advanced Practice Providers.
- Advise Clinical Directors in developing and meeting budget goals, evaluating provider performance, assessing staffing needs, and handling personnel matters. Some supervisory functions over other medical providers may be delegated to Lead Clinicians, who supervise other medical providers.
- Provide clinical supervision for pharmacists as needed, who provide contracted services and are formal employees of the contracting agency.
- Maintains credentialing procedures and follow-up for all medical personnel; delineates clinical privileges.
- Ensure the establishment, review, and maintenance of all clinical policies and procedures, which shall be reviewed at least annually.
- Ensure the development, implementation, update, and appropriate dissemination and training of clinical protocols and workflows.

- Formulate, develop and execute health plan/IPA/HRSA clinical care program requirements.
- Ensure the quality of all clinical services by leadership of the Continuous Quality Improvement (CQI) program of the clinic. This includes developing, implementing, tracking and analyzing Quality Improvement/Quality Assurance (QI/QA) operating procedures, related assessments, QI/QA Projects, and goals, monitoring QI/QA outcomes, tracking of clinical performance data, ensuring risk management activities, tracking and analyzing patient satisfaction, and reporting CQI activities to the Board of Directors. CQI leadership by the CMO includes updating QI/QA operating procedures as needed, and having daily oversight of the CQI program. Leadership of the multi-departmental CQI team is shared by the CMO and the Director of Nursing (DON) and may also be shared by other delegated staff, i.e. QI manager or QI coordinator.
- Conducts regular chart reviews and audits on a spot-check basis in addition to, and as part of, ongoing Quality Assurance programs.
- Administer the development and implementation of clinical objectives and benchmarks in the form of an annual Quality Assurance/ Quality Improvement Plan.
- Directly supervise the QI coordinator or QI manager, who prepares reports for CQI team and leadership team and helps facilitate QI/QA processes and improvements. This includes serving as executive sponsor for QI/QA initiatives and grants.
- Initiates and monitors a referral utilization review process.
- Serve as the liaison to the Clinic Board of Directors for all clinical care, participate in monthly Board of Director meetings, and periodic Board Committee meetings as appropriate. Submit written reports on CQI activities for Board approval on a -monthly basis, and communicate regularly with the Board of Directors about outcomes relative to clinical measures and objectives.
- Participate actively on the Risk Management Team. With the Risk Management team, track Risk Management Activities for the organization, regularly reviewing and updating Risk Management goals and progress toward those goals. Help the DON and other Risk Management team members to respond appropriately to incidents and patient complaints (grievances). Work with the Risk Manager to ensure communication as needed with legal counsel or external risk management consultant, as needed Work with the Chief Operations Officer to ensure communication of Risk Management activities, updates on risk assessments and risk management goals, and submission of an annual Risk Management report to the clinic Board of Directors. Work with the risk management team and other staff, including but not limited to-- Referrals Supervisor, provider team, Quality Improvement Coordinator, and other clinical leaders -- to closely track high-risk activities including tracking of specialist referrals, hospital admissions and discharges, and diagnostic studies ordered.
- In partnership with the Chief Operations Officer (COO), other operations leaders, and DON, maintain compliance of clinical services with the guidelines and expectations of DHS, Bureau of Primary Health Care and other agencies based on current licensing and funding requirements.
- Serve as spokesperson for LACHC at clinical collaboration meetings, conferences and health and media events.

- Network with other health care providers, agencies and county facilities who provide low cost or free services which LACHC doesn't provide (i.e., prenatal care, or Mammograms through the Cancer Detection and Prevention Program).
- Estimated time allocation: 60% clinical (practice, oversight, communications); 40% corporate and administrative functions
- Recruits medical staff as necessary.
- Actively incorporate the Christian mission, vision and values of the LACHC in daily clinic operations.

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.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The following requirements are representative of the knowledge, skill, and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Bilingual Spanish a plus.

PROFESSIONAL QUALIFICATIONS

Licensed to practice medicine in California as a Medical Doctor or Doctor of Osteopathy.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee frequently is required to use hands to finger, handle, or feel. The employee occasionally required to stand, walk, reach with hands and arms, climb or balance, and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up 50 pounds. Specific vision abilities required by this job include close vision, color vision, peripheral vision and ability to adjust focus.

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.

While performing the duties of this job, the employee will be exposed to carriers of contagious diseases such as TB, AIDS and other Sexually Transmitted Diseases. The employee may have to deal with irate and irrational clients who may or may not be under the influence of mind-altering substances such as cocaine, marijuana, alcohol, etc.



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