

MASCOMA COMMUNITY HEALTHCARE, INC.

JOB TITLE: Medical Director

ORGANIZATIONAL MISSION: The mission of Mascoma Community Healthcare, Inc. is to provide comprehensive and scientifically sound medical care in a setting of mutual trust and respect to all individuals of its service area.

GENERAL SUMMARY OF DUTIES: Reporting to the Executive Director, the Medical Director (“DIRECTOR”) for Mascoma Community Healthcare, Inc. (“MCH”) is a key member of the leadership team whose primary role is to inspire and lead the clinical staff and to grow the health center. The goal of the DIRECTOR is to ensure timely access to high-quality medical care for MCH's patients through improvements to clinical systems, recruitment and retention of clinicians, direct supervision of medical clinicians, and oversight of Quality Improvement Initiatives. In addition, the DIRECTOR provides clinical expertise and leadership in the development of the integrated healthcare model.

This position requires, at minimum, 30-32 hours/ week on-site for patient care. In addition, 8-10 hours/ week is to be made available for participation in various administrative, clinical meetings and/ or clinical planning activities.

SUPERVISION RECEIVED: Reports to Executive Director

SUPERVISION EXERCISED: Supervises Clinicians and medical support staff.

ESSENTIAL FUNCTIONS:

Direct Patient Care

- Provide complete, comprehensive, family-oriented outpatient care for patients throughout the life cycle, including health examinations and treatment of medical conditions, to include follow-up on any problems detected.
- Manage acute and chronic illness, develop a plan of care, coordinate care and determine the need for collaborative case conferences.
- Provides follow-up on patients seen in the practice including chart notations, lab review, and referrals to specialists.
- Participates in the on-call schedule as needed.

Clinical Integration

- Support and promote the value of integrated care services.
- Make appropriate referrals to both internal disciplines of the clinic and/ or external agencies for any additional services required.
- Work closely with Behavioral Health Specialists to provide continuity of care for the mental health population.
- Assist with planning to evaluate performance levels, quality of service, productivity and any future needs.
- Become familiar with local agencies so as to assure good communication that supports and builds external relationships.
- Evaluate and optimize ancillary resources such as chronic care management.
- Identifies opportunities to collaborate and develop clinical Integration with other health care systems or resources.

Quality and Process Improvement

- Ensures evidence-based clinical practices are followed through regular Peer-Reviews.
- Supports an environment of continuous quality improvement in regards to process improvement.
- Monitors individual clinician patterns, presents data analysis and interpretation to clinicians, staff and Board committees for review.
- Create, establish and regularly review treatment templates in eCW for best practice and improved efficiency.
- Provides clinical guidance for the Quality Improvement and Patient Safety program.

Organizational Strategy and Vision

- Serves as a member of the management team and an advisor to the Executive Director in matters pertaining to service, quality, clinical outcomes, and patient safety.
- Participates in strategic planning, implementation of clinical initiatives, budget development, and program evaluation(s).
- Partners and collaborates with the clinical staff and management team, facilitating teamwork and shared goals, help represent clinician staff viewpoints to administration and relay administrative views to clinical staff.
- Provide clinical consultations with physicians and mid-level providers as needed.
- Responsible for accurate, timely documentation in the patient's medical record of any patient contracts, case planning and plan of care. Should technology disruptions occur, DIRECTOR will document in the paper medical record is to be written in legible manner with black ink and should be easily understood by anyone accessing the record and avoid inappropriate short-hand and/ or abbreviations.
- Participate in various administrative/ clinical meetings to include, but not limited to Quality Improvement Committee, clinical meeting, general staff meetings, case-review meetings, and administrative meetings.
- Provide leadership and assist in efforts to improve the efficiency and effectiveness of MCH while being a positive advocate toward the mission an FQHC.
- Assist with periodically reviewing and revising Policies and Procedures.
- Implements clinical organizational structure which promotes shared accountability, high achievement and compliance with applicable laws and regulations; to include electronic linkages and care delivery tools.
- Provides on-going counsel, advice and reports to the Executive Director and Board of Directors regarding clinical activities. clinician support and leadership development.
- Facilitates, intervenes and moderates all major Clinician-Clinician, Clinician-patient, and Clinician-Staff concerns in collaboration with the Executive Director and Board of Directors, as appropriate.
- Establishes and maintains an ongoing program to orient and develop clinical skills and expertise for clinicians.
- Promotes positive workplace culture (i.e., "Just Culture") that values and utilizes multiple disciplines.
- Identifies and/ or develops education, communication, advocacy programs, and forums for clinicians and other health professionals regarding quality, patient safety, leadership-development and integration.
- Empowers clinical staff with the training, mentoring and resources necessary to carry out their work.
- Collaborate with Human Resources and Executive leadership and be an active participant related to employment decisions of clinicians.
- Other duties as assigned by Executive Director.

QUALIFICATIONS:

Education and/or Experience:

This position requires a Physician with at least 5 years of experience practicing within a primary care environment. Experience within a Community Health Center or Federally Qualified Health Center (FQHC) preferred.

Certificates, Licenses & Registrations

This position requires an active and unrestricted license to practice medicine in the State of New Hampshire. Must have an active DEA license. ACLS or PALS certification required. Waiver 2000 MAT certification or eligibility and Board Certified in Primary Care preferred.

KNOWLEDGE and ABILITIES:

1. Understand and practices confidentiality, HIPAA and respect to all.
2. Understand and model of an FQHC and the mission of MCH.
3. Knowledge of and practice experience in community and public health.
4. Ability to create and support a learning environment.
5. Ability to develop, adhere, monitor and evaluate the practice's budget.
6. Ability to define and prioritize medical and clinical objectives for the center.
7. Ability to collaborate and communicate effectively with other staff.
8. Has the traits of an influencer and leader, which include being an educator, facilitator, communicator, negotiator, mentor, listener and visionary.

9. Knowledge and experience in Quality Assessment/ Quality Improvement, including how to develop and implement decision tools, clinical protocols and guidelines, care management programs, and outcome measurement assessments.
10. Knowledge of effective clinical practices, patient centered medical home (“PCMH”) and primary care models.
11. Knowledge of legal and ethical standards for the delivery of medical care and the principles, practices and procedures of general medicine.
12. Ability to establish and maintain cooperative working relationships with patients, staff, peer groups, and varied agency and institutional representatives,
13. Ability to communicate mission/ vision, motivate workforce, create effective teams and build positive relationships.
14. Ability to work in fast-changing environment with diverse individuals and groups.
15. Ability to understand, operate, and problems solve computer equipment and practice software such Microsoft Office, Excel and Outlook, as well as the Electronic Health Record (“eCW”).

PREFERRED ATTRIBUTES

- A philosophy of collaboration and teamwork.
- A philosophy of management by walking around and high visibility in the clinical forum.
- Excellent interpersonal communication skills, with the ability to build consensus given a high premium; noticeable skills in engaging physicians and finding synergies; an Interactive style which is pleasant.
- The ability to relate well to a wide variety of Individuals.
- Comfortable working in groups, forming teams of physicians and management, with an ease in working with other diverse groupings.
- Understanding of how to create change through influence and not through direct authority,
- The ability to hear, to understand, to reflect, and to mediate on Issues,
- An appreciation of the Importance of the clinical team, and what patient care departments and operations brings to the patient care endeavor, and the strength of that clinical partnership.
- A sense of humor and the ability to generate optimism in fellow team members.

PHYSICAL/ MENTAL DEMANDS: Requires standing and walking for extensive periods of time. Occasionally lifts and carries items weighing up to 50 pounds. Requires corrected vision and hearing to normal range.

ENVIRONMENTAL/ WORKING CONDITIONS: Work may be stressful at times. Interaction with others is constant and interruptive. Combination of office and exam settings, Frequent exposure to communicable diseases, bodily fluids, toxic substances and other conditions common to direct patient contact situations.

This description is intended to provide only basic guidelines for meeting job requirements. responsibilities, knowledge, skills, abilities and working conditions may change as needs evolve.

Employee Signature: _____ Date: _____

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