

Medical Director, Primary Health Care

GENERAL DESCRIPTION: Under general supervision of the Board of Directors' Executive Committee and in collaboration with the administrative team, the Medical Director develops, implements, and evaluates the medical practice delivery model in accordance with the goals of Mascoma Community Health Center. The Medical Director shares in the administrative functions that directly impact medical services and collaborates with the management team in overall planning and budget activities. The Medical Director assures delivery of quality services to all patients. Also performs clinical and direct care responsibilities as agreed upon by the Executive Committee.

RESPONSIBILITIES:

Administrative Functions:

- Develops standards and qualifications for medical personnel.
- Oversees credentialing and privileging of the medical staff; serves as the chair of the Credentialing Committee.
- Approves medical practice procedures and policies.
- Serves as a liaison between medical staff and administration.
- Reviews clinical and patient care contracts for services provided to or by MCHC.
- Advises on schedules of fees (and related discounts for services to patients, as appropriate) to be charged for professional services rendered by MCHC medical providers.
- Participates, in conjunction with the management team, in the overall budget planning and monitoring process; reviews the formulation and evaluation of project goals and budgets.
- Attends designated MCHC meetings.
- Represents MCHC at local, state, and federal levels, including local medical societies, hospitals, professional organizations, groups and agencies.
- Keeps abreast of FTCA regulations and advises management team on necessary changes.
- Provides clinical guidance and regularly reports on clinical activities at the Board of Director's meetings.
- Reviews and is familiar with grant programs and UDS reports.
- Completes the Health Care Plan for the annual MCHC grant, establishing goals and criteria for the projects. (Not sure if this is applicable prior to becoming FQHC)
- Performs periodic review of practice management functions.

Management Functions:

- Participates in the recruitment and selection process for medical providers.
- Performs clinical supervision of medical staff, including regular performance appraisals and feedback to staff.
- Provides supervision of clinical scheduling, call, and leave for medical staff.
- Provides supervision of continuing professional education, in-service training and orientation of new medical staff.
- Approves student affiliation agreements and student rotations: responsible for overall performance of clinical students in the health center.

- Ensures integration of medical services into MCHC's overall comprehensive services.
- Advises on purchase of medical equipment.
- Leads planning for the development of new clinical programs.
- Provides counsel in personnel matters relating to the clinical staff.
- Facilitates medical staff/provider meetings.
- Performs or delegates responsibility for quarterly medical record reviews for all medical staff focusing on quality of care and appropriate coding.
- Supervises physician assistants and nurse practitioners in the MCHC programs.
- Assists staff with treatment modalities pertinent to MCHC patient populations.
- Reviews input from medical staff on their ideas and concerns with the Executive Committee.

Clinical Functions:

- Provides direct clinical medical services in the area of board certified (or board eligible) medical specialty in accordance with the highest applicable standards of medical and professional practice and in full accordance with health center protocols and policies.
- Acts as primary consultant on all adult cases referred by other staff providers of MCHC.
- Provides in-service training for staff in selected topics in Internal or adult medicine.
- Completes medical charts after each visit according to the problem-oriented medical records system and EHR/EPM protocols.
- Provide supervision in case assignment to physician assistant, including sign off on charts.
- Supervises, as needed, medical assistants and lab personnel in area of specific support services for patient care delivery.

Performance Improvement Functions:

- Oversee and maintain performance improvement processes for MCHC as established by the health center, the federal government, and other regulating entities.
- Reviews results of patient satisfaction surveys
- Reviews patient complaints.

General:

- Demonstrates an understanding of MCHC's mission in performing all aspects of the position.
- Demonstrates commitment to, and understanding of MCHC's Service Excellence Standards, by modeling service excellence in all internal and external relationships, addressing service excellence deficits in staff, and in performance of all duties and responsibilities of this position.
- Demonstrates a caring and helpful attitude when interacting with patients, vendors and fellow employees. Strives to build cooperative partnerships with internal and external customers.
- Assists in promoting a medical staff environment in which the medical providers retain independent judgment and responsibility in the practice of medicine, subject to peer review by, and recommendations from MCHC's Medical Director. Provides an environment in which the medical providers follow and abide by the ethics of the medical

profession, all applicable federal, state and local laws and ordinances, and any and all other policies adopted by MCHC.

- Handles confidential information as defined in MCHC's policies.
- Participates in other program activities as appropriate.

MINIMUM QUALIFICATIONS:

- M.D. or D.O. degree from an accredited medical school
- Board certified in one of the primary care specialties.
- Current State of New Hampshire medical license.
- Clinical teaching experience and private practice experience desirable.

PREFERRED QUALIFICATIONS

- At least two years experience working with underserved / indigent populations and community based programs.