

Black River Memorial Hospital
JOB DESCRIPTION

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| Job Title: Clinic Medical Director | Employee Name: |
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| Created on: 05/29/19 | Department: BRMH Clinic | Pay Type: Exempt |
| Reports To: CMO | Reviewed on: 07/16/19 | Revised: 07/19/19 |

POSITION SUMMARY:

Provides oversight and direction of the daily operations of the Black River Memorial Hospital Primary Care and Behavioral Health Clinics. Works directly with the Clinic Director to ensure the effective management of clinic processes and ancillary staff. Directly supervises the Clinic Providers to assure safe and best practice operation of the care delivery processes and assist in identifying opportunities for enhanced efficiencies in delivery of care, productivity, performance improvement and standardization of process.

I. Essential Duties and Responsibilities

1. Provide appropriate medical services (assess, treat, admit, transfer or discharge) to all patients who seek care in the Black River Memorial Hospital Primary Care and Behavioral Health Clinics.
 - Perform duties of a primary care physician in an outpatient medical clinic
 - Prescribe or administer treatment, therapy, medication, vaccination, and other specialized medical care to treat or prevent illness, disease, or injury
 - Order, perform, and interpret tests and analyze records, reports, and examination information to diagnose patients' condition
 - Follows all existing referral patterns with respect to the referral of patients for specialist care
 - Uses currently accepted methods and practices of medicine, adheres to applicable standards of care, medical ethics, policies and protocols.
2. Oversee the day-to-day management of department medical provider staff and schedules work to facilitate effective and efficient department operations. Direct and coordinate activities of nurses, students, assistants, specialists, therapists, and other medical staff. Select and hire quality employees.
3. Investigate and take appropriate timely action(s) to resolve customer concerns, complaints, and problems. Utilize the established customer service recovery process.
4. Provide leadership, coaching and development for providers. Completes self, peer, and staff annual performance appraisals. Follows hospital Standards of Conduct and holds staff accountable for meeting the Standards of Conduct.
5. Round monthly with clinic providers to provide feedback, discuss performance, communicate key messages and address market specific concerns and challenges.
6. Ensure compliance with all corporate policies, appropriate certifications and compliance with the relevant external agencies such as Joint Commission, CMS as it relates to Black River Memorial Hospital services.
7. Develop department goals. Establish, implement, develop or revise processes, policies, and procedures for department operations in alignment with the hospital's strategic goals. Provide leadership, vision, development and implementation of short and long term planning for the organization.
8. Provide provider insight to the clinic director as it pertains to developing, implementing, and evaluating financial practices, budget and goals according to established standards. Plan, research, and request for department capital, equipment, and supplies.
9. Attend educational programs, in services and continuing education opportunities and maintains own education and meeting and attendance records.
10. Lead clinic provider team meetings to assure consistent sharing of clinic performance data, communication of key messages, soliciting the input of clinic providers to encourage, support their active engagement, and advance standard work for key process.
11. Participate in a monthly meeting with the Chief Medical Officer and other Hospital Leadership teams designed to execute and advance standard practices across the Healthcare Delivery system.
12. Collaborates with the clinic director to manage clinic provider workforce capacity that matches patient demand, consistent with market growth and care delivery redesign.

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| 13. Prepare and maintain pertinent records, reports, statistics, contracts, files and other documents for the department. |
| 14. Promotes and maintains good public relations on behalf of hospital and assists hospital in attaining goals established regarding patient/employee/physician satisfaction in connection with delivery of clinical services. |
| Additional Duties |
| 15. Lead physician for orientation of new providers to the clinic. |
| 16. Serves as the Supervising Physician for PA and Collaborating Physician for NP. |
| 17. Performs other duties as assigned or as opportunities arise. |
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Educational Qualifications:

- Doctorate Required, Field of Study: Family Medicine
- Master's Degree in Public Health or Medical/Healthcare Administration preferred.
- Minimum of 5 years of experience in clinical practice required.
- Minimum of 2 years of experience in a leadership role within a medical practice or complex physician organization is required, 5 years is preferred. Leadership experience should include direct management of providers.
- Proficient in Microsoft Office.
- Medical License in the State of Wisconsin.
- Board certification in Family Medicine is required.
- Demonstrated ability to lead by example, effectively communicates with diverse groups, promote shared accountability, and facilitate change with a clear focus on results.

Work Relationship:

- Reports directly to the Chief Medical Officer for employment and performance reviews and annual evaluations.
- Works regularly with physicians, and staff from other departments.
- Regular contact with patients, families, public, and other community agencies.

Working Conditions:

- Work is performed largely in a pleasant hospital based clinic environment with minimal chance for personal injury.
- Occasionally works near moving mechanical parts, airborne particles, toxic or caustic chemicals and risk of radiation. Occasionally exposed to risk of electrical shock.
- Regularly exposed to hazardous material such as needle punctures, blood and body fluids.
- The noise level in the work environment is usually moderate.
- Some overnight travel required.

Physical Requirements:

- Frequently required to stand, walk, stoop, kneel or crouch.
- Occasionally required to sit or climb.
- Required to use hands to handle or feel objects, tools or controls.
- Frequently lift and/or move up to 35 pounds.
- Occasionally may need to move patients, equipment and/or supplies of more than 35 pounds with assistance.
- Requires specific vision abilities for far vision, near vision, depth perception, colors, accommodation and peripheral vision.
- Vision correctable to 20/40.

Acknowledgement:

This job description/evaluation describes the general nature and level of work performed by an employee assigned to this position. It does not state or imply that these are the only duties and responsibilities assigned to the job. The employee may be required to perform other job-related duties as requested by the department manager or administration. All requirements are subject to change over time and to possible modification to reasonably accommodate individuals with disabilities.

Employee Signature

Date