

EL DORADO COUNTY COMMUNITY HEALTH CENTER

JOB DESCRIPTION

JOB TITLE: Chief Clinical Officer

REPORT TO: Chief Executive Officer

DIRECT REPORTS: Associate Clinical Directors

JOB SUMMARY: Under the direction of the Chief Executive Officer, the Chief Clinical Officer (CCO) provides leadership and oversight of all clinical programs and provides supervision of core clinical leaders. The CCO develops and implements goals and objectives for the clinical operation of the center and ensures clinical excellence. The CCO responsibilities include developing and leading a robust team of clinical leaders throughout EDCHC's various service lines, driving a comprehensive vision for clinical care that integrates all specialties into a unified whole-person approach to patient care, setting priorities for clinical quality improvement initiatives and service expansion opportunities, and overseeing the development of clinical policies, procedures, and protocols that support excellence in patient care. The CCO serves as spokesperson for the Center clinician provider staff and represents them at management and Board meetings. The CCO also provides direct patient care part-time.

JOB DUTIES AND RESPONSIBILITIES

Medical Management

1. Plans, develops, and implements departmental goals and strategies for health care to ensure the effective delivery of medical services as well as compliance with local, state, and federal laws.
2. Develop, implement, and champion a comprehensive vision for clinical care at EDCHC that integrates all specialties into a unified whole-person approach to patient care.
3. Galvanize the organization and community to ensure progress and success in achieving our clinical vision.
4. Provide input into the Center's annual strategic planning and goal setting, and the development of the annual operating budgets.
5. Maintain consistently high quality of care through a comprehensive quality improvement process which includes routine auditing of medical records to ensure quality clinical care and clinic protocols are being followed and ensuring that the Board's quality assurance committee's recommendations concerning medical care are implemented. Attend and participate in the Board's quality assurance committee.
6. Oversee the development of standardized clinical policies, procedures, and protocols to ensure clinical excellence, compliance, patient satisfaction, staff satisfaction, and appropriate risk management. Sign standing orders for non-physician clinicians and act as the final authority on medical care in the clinic. Provide feedback to clinicians and management about clinical issues and guidelines.

7. Participate in the recruitment and hiring of physicians and clinician staff.
8. Supervise and conduct regular meetings with direct-report staff and conduct annual performance appraisals, taking corrective action as appropriate.
9. Be available for consultation, or arrange for other physician coverage, for consultation with physicians, non-physician providers, nursing and other clinic staff in matters relating to client care services, during all clinic hours. Obtain appropriate consults when problems presented are outside the scope of practice or when unfamiliar with a particular aspect of the client's care.
10. Identify training needs and assist with or arrange for the training of clinicians and other clinic staff to improve clinical practice and learn new skills and other technologies. Develop and foster a professional development program including mentoring program.
11. Assure adherence to infection control procedures in the clinic, including bloodborne pathogen protocols.
12. Provide 0.5 FTE clinical care, to include supporting a proportionate patient panel in Primary Care as defined in the Physician Job Description
13. Other duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of:
 - current, standard medical practices, treatments, tests, and therapies
 - current and emerging trends in technologies, techniques, issues, and approaches in area of expertise
 - pertinent federal, state and local laws and regulations regarding scope of practice issues affecting licensed community clinics
 - principles of management and supervision
 - general information about public and private health insurance and third-party reimbursement issues
 - community resources related to specialty care and other health-related services
- Skills in:
 - effective oral and written communication
 - providing & receiving constructive feedback
 - exercising good judgment in clinical decision making and client care
 - effective organization of work and attention to detail
 - computer skills to include presentations, communication, and document creation
 - speaking and understanding Spanish highly desirable

- Ability to:
 - maintain adequate physical and mental health status in order to demonstrate professional and ethical competence in providing high quality medical care to Center clients
 - maintain quality control standards
 - interpret, adapt and apply treatment protocols/guidelines and procedures
 - develop rapport and work with people of all ages, cultural, religious, social and ethnic backgrounds, including acknowledging and honoring psychosocial, spiritual and cultural beliefs
 - hold staff and peers accountable
 - maintain professional behavior with all levels of colleagues, staff, clients and the public, including refraining from negative comments about peers in public and in the medical record, resolving conflict with peers and staff in a private setting in a timely manner, and demonstrate courtesy and respect to all staff
 - share the EDCCHC mission and team orientation approach and cooperate in accomplishing common goals and objectives
 - conceptualize, analyze and problem solve
 - be a consensus builder with staff, community partners and other stakeholders
 - accept and be receptive to audit feedback and other types of clinical review
 - understand client needs as consumers of health care and focus service around those needs
 - inspire confidence and trust in clients and staff
 - maintain a high level of confidentiality
 - meet work deadlines

QUALIFICATIONS

Experience:

At least three years of recent experience in a busy outpatient primary care practice, teamed with non-physician clinicians, serving multigenerational, multicultural clients is required; experience in a non-profit rural community clinic setting is preferred. Previous leadership experience preferred.

Education and Licensing Requirements:

Meet and maintain all criteria for EDCHC's Physician Credentialing/Privileges (copy attached), including the following:

- Completion of a M.D. or D.O. degree from an U.S. accredited medical school, school of osteopathy medicine, or FMG with ECFMG or Fith pathway certification.
- Board Certified or Eligible for Board Certification in Family Practice, Internal Medicine or Pediatrics.

- Current, valid and unsuspended State of California medical licensure.
- Maintenance of hospital privileges.
- ACLS, NRP PAL certification.

OTHER

Physical Requirements:

Normal health center/interior office/community environment. See, hear, talk, walk or move about, sit and/or stand for long periods of time, reach, stoop, bend, lift up to 25 lb.; repetitive hand movement; use and view a computer; use a calculator, operate fax, copier, telephone and car; read and write English.

FLSA Status: Exempt

Note: The above statements are intended to describe the general nature and level of work being performed by persons assigned to this job. They are not intended to be an inclusive list of all duties, responsibilities and skills required of incumbents. In accordance with the Americans with Disability Act, reasonable accommodation may be made to enable qualified individuals with disabilities to perform the essential job functions.

Salary Range: \$251,662.95 - \$315,000.00