



JOB DESCRIPTION

Medical Director - Primary Care

Reporting to: FQHC Executive Director

EEO Category: Medical

Created: 1/24/2018

FLSA Classification: Exempt

PRO: Prescriber

Modified: 9/25/18

POSITION SUMMARY

The Medical Director will be responsible for providing direct patient care in addition to medical leadership & clinical oversight, health outcomes and patient care for Aspire Indiana Health Clinics'. This position will also oversee the providers who are providing quality integrated primary health care services and medication management to children, adolescents, and adults in an outpatient setting. These providers work as independent and interdependent members of the medical services team providing integrated general medical and behavioral health care to children, adolescents, adults, and elderly clients in need of services.

ESSENTIAL RESPONSIBILITIES

Clinical Services Oversight

- Serve as the Chair for the Quality Assurance Committee
- Report to the Board of Directors on issues of Medical Quality and Safety
- Serve on assigned committees (e.g., Med Exec, Corporate Compliance, etc)
- Assist in developing protocols and procedures for Clinic administration; reviewed annually
- Responsible for the implementation of patient care policies through monthly continuous quality improvement meetings and chart audits
- Provide continuing administrative supervision of Clinic medical provider staff, including recruitment and credentialing
- Oversee comprehensive and integrated healthcare services to children, adolescents, adults, and elderly patients in need of services
- Advanced Practice Services including:
 - Integrated medical evaluation, assessment and care planning
 - Provide medication monitoring/management oversight
 - Assist providers with ordering appropriate laboratory tests, reviewing results and making necessary adjustments
 - Assist providers in prescribing and/or monitoring medications according to appropriate diagnosis, symptoms and practice guidelines
- Review patient records, (5%) and other information accurately and efficiently within 7 days of visit
- Provide medical education inservices to medical team as requested
- Work in collaboration with multidisciplinary provider teams to guide evidenced based care
- Consult with appropriate specialists either locally or with ECHO project specialist
- Provide consultation regarding a myriad of clinical and nursing services
- Actively participate in the clinic and medical staff development through involvement in service evaluations, health care plans, chart reviews, and program development
- Acts as a resource and communicate appropriate knowledge, skills and conduct

Staff Management and Mentorship

- Provide supervision and oversight for assigned program business lines and staff
- Develop/Create a work climate that emphasizes collective team performance, demonstrating Aspire's core values and positively impacting employee morale
- Provide regular supervision of staff and participate in coaching on assigned areas of responsibility

- Evaluate performance and competency of assigned staff within required and assigned time frames and standards
- Ensure staff compliance with policies and procedures, including administrative documentation and records
- Implement progressive discipline up to and including termination of assigned employees
- Coordinate and lead staff meetings
- Evaluate progress toward meeting team/program goals
- Demonstrate the ability to effectively make decisions, including making difficult and unpopular decisions, foreseeing and planning for the consequences of decisions, communicating those decisions with ownership and confidence, and handling ambiguous and complex situations successfully
- Demonstrate the ability to be an effective leader and role model
- Implement policies and procedures set forth by organization standards as well as administrative committees

Coordination and Communication

- Build and maintain caring and trusting relationships with patients and family members, as well as a strong working relationship with Aspire staff and supervisors
- Build and maintain a strong network of external relationships, which may include DCS, other mental health agencies, health providers, schools and community agencies, etc.
- Become knowledgeable regarding community resources and maintain a strong referral network
- Collaborate and communicate with all parties involved in working towards the patients identified goals
- Communicate effectively within the team
- Maintain patient confidentiality practices
- Participate in performance management and coaching; respond appropriately to direction and constructive criticism from management
- Provide ongoing communication and feedback to assigned supervisor regarding position responsibilities

Reporting and Documentation

- Responsible for timely, thorough and accurate documentation and billing in the Electronic Health Record (EHR) according to Aspire policies and procedures
- Seek and routinely document clinical supervision on all individual cases
- Timely completion and maintenance of case and agency paperwork according to Aspire standards and as required by external agencies, as well as internal unit and organizational reports and documentation.
- Timely completion of all required unit and/or organizational reports and/or documentation according to policies and procedures (e.g., PTO requests, expense sheets, training requests, TB documentation, car insurance, etc.)

Professional Development

- Complete and maintain compliance with required trainings and education required for the position
- Attend Board of Director meetings
- Participate in appropriate team and/or administrative meetings, assigned committees, inservices, and other continuing education/training
- Proactively create and execute a professional development plan to stay current within field
- Maintain CEU expectations for licensure

CRITICAL FUNCTIONAL SKILLS & KNOWLEDGE

Education

- Graduate of a medical school approved by the Council of Education and Hospitals of the American Medical Association required

Experience

- Considerable professional experience in one or more branches of medicine and surgery
- Administrative or supervisory experience in a medical department (preferably in an ambulatory care setting)
- One (1) year experience in primary care with Severely Mentally Ill (SMI) population preferred
- Requires a high degree of health administration knowledge, safety awareness, teaching skills and leadership qualities

License/Certification

- Must be licensed to practice medicine in the State of Indiana
- Must have a current Drug Enforcement Administration (DEA) certificate and State of Indiana Controlled Substance Registration (CSR)
- Must meet credentialing requirements of Affiliated Hospitals
- Must be Board Certified
- Must have a current BLS certification

Other

- Ability to meet or exceed metric standards that have been established for this organizational level or position within Aspire
- Strong ability to maintain strict confidentiality and handle highly confidential information with professionalism
- Meet all clinical obligations of the Center's medical practice, including CLIA, HIPAA, Medical, State, and Federal regulations
- Ensure compliance with state licensure laws, state medication administration laws, etc.
- Display a commitment to community-based psychosocial rehabilitation
- Demonstrate respect for patient confidentiality practices
- Demonstrate the ability to provide patient-centered care utilizing clinical best practice guidelines
- Must be able to work independently as well as collaboratively within a team setting
- Master the Center's EHR and other technologies supporting quality patient care and disease management as it relates to clinical documentation
- Must have the ability to empathize and be compassionate to patient needs
- Ability to properly code medical encounters
- Must be capable of exercising good judgment in crisis situations
- Must possess the ability to learn and/or operate relevant computer operating system environments, and the ability to operate a variety of office equipment if needed (fax machine, copier, scanner, computer, telephone system, etc.)
- Must be detail oriented, have excellent organizational skills and be flexible
- Ability to work well under pressure in a fast-paced, time sensitive environment with shifting priorities and multiple deadlines
- Show appreciation for and ability to respond to cultural differences and adjust communication practices accordingly in order to minimize cross-cultural misunderstandings
- Consistent work attendance and compliance with scheduled work hours (excludes approved FMLA absences)
- Must comply with all Aspire policies and procedures, as well as Aspire Indiana's Corporate Compliance Program as it applies to individual job duties, the department, and the company
- Exercise due diligence to prevent, detect, and report unlawful and/or unethical conduct by fellow co-workers, professional affiliates and/or agents
- Must have reliable transportation to travel to other sites for coverage, trainings and/or meetings
- Display a positive work ethic

PHYSICAL DEMANDS & WORKING CONDITIONS

The nature of work may generate considerable physical (transporting, assisting clients, etc), mental and visual demands. The physical and working demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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- Office environment, travel to cover other clinic's and/or meetings, as needed
- Participate in shared call
- Heavy exposure/use of computers, cell phones, office phones, etc.
- Daily, weekly, monthly and annual deadlines
- Ability to communicate effectively by phone or in person
- Specific vision abilities require close vision, distance vision, peripheral vision, depth perception and ability to adjust focus; must also have adequate vision to read correspondence(s), computer screen(s), form(s), etc.
- Frequently required to be physically mobile (stand, walk, reach, use hands and fingers, stoop, kneel, crouch or crawl, climb, balance, bend) throughout work hours, and also the ability to sit for prolonged periods throughout work hours
- Manual dexterity sufficient to operate a keyboard, copiers, telephone, calculator, and the ability to write and/or type
- Ability to regularly lift files, open filing cabinets, climb to reach higher files and lift average-weight objects up to 25 lbs; must be able to occasionally lift and/or move 50 or more pounds
- Must be able to respond appropriately and effectively in crisis situations by using good judgment and following Aspire protocols

Background Checks

Employment is contingent on background checks as required by Aspire's policies which may include: Drug Test, Criminal History, Driving History Record, Sex Offender Registry Search, State Central Registry Check, Employment Verification, Education Verification, and Professional References

Supervisory Responsibilities

This position supervises Nurse Practitioner medical care through chart reviews and individual conversations with providers.

Work Hazard Category

Category I - Tasks that involve exposure or potential exposure to blood, body fluids or tissues. Appropriate protective equipment will be readily available to every employee engaged in Category I tasks.

Employee Statement of Understanding

I have read and understand the job description for my position. I understand this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required for this job. Employees will be required to follow any other job-related instructions and to perform any other job-related responsibilities requested by their supervisor. Duties, responsibilities and activities may change at any time with or without notice.

I am able to perform all of the essential functions of this position. I agree to comply with the corporate compliance policy and all laws, rules, regulations and standards of conduct relating to my position. As an employee, I will strive to uphold the mission and vision of the organization. I am required to adhere to the values in all my interactions with customers and fellow employees.

As an employee, I understand my duty to report any suspected violations of the law or standards of conduct to my immediate supervisor.

Employee Signature

Date

Printed Name