

POSITION DESCRIPTION

POSITION TITLE Chief Medical Officer (CMO)	JOB CODE	EXEMPT STATUS Exempt	PAY GRADE
DEPT/LOCATION Medical	SUPERVISOR'S TITLE President and CEO		
POSITION SUMMARY Manage the provision of patient care to an ethnically and socially diverse patient base in South Central Los Angeles. The challenge is to ensure that standards, protocols, leadership and direction are all in place so that SJWCFC is providing the highest quality of care possible to its patients, and at the same time, to implement operating efficiencies aimed at enhancing patient flow and increasing the number of patients cared for. This includes assessing and upgrading existing medical care standards; providing management, leadership and coaching to all medical staff and related staff employed at clinic sites; and working with operating and executive team members to implement new operating processes and systems. The CMO will report to, and work closely with, the CEO. He/she will also partner with other senior leadership and the Board of Directors to develop and implement strategies across the organization, including policies and plans to meet SJWCFC's short and long term objectives. He/she must adapt to a continually evolving environment, be operations-savvy, and thrive in an autonomous and high-pressure workplace. Note: The information in this position description indicates the general nature and level of work performed by employees within this classification. It is not designed to be interpreted as a comprehensive inventory of all duties, responsibilities, and qualification required of employees assigned to this job. 08/19/10.			
REQUIRED SKILLS AND QUALIFICATIONS <i>Education:</i> <ul style="list-style-type: none">• Board Certified Physician <i>Experience:</i> <ul style="list-style-type: none">• Minimum of five to ten years experience: providing medical direction and supervision of teams• Experience and knowledge of multi-ethnic and community based clinic environment.• Bilingual in Spanish preferred. <i>Licensure/Certification:</i> <ul style="list-style-type: none">• Board Certified and in good standing			
PRINCIPLE ACCOUNTABILITIES. We acknowledge that all employees should have goals and objectives that support the Mission of St. John's and that each should be accountable for personal, team and organizational goals.			

Duties and Responsibilities:
Personal - Team – Organization

Clinical Care and Care Management

- Examines existing medical care standards, protocols and practices; revises and enhances; puts in place benchmarks to ensure that patients are receiving the highest quality of care possible.
- Develops an ongoing review process to ensure optimum quality of care across all clinic sites.
- Implements Quality Assurance programs, measures and monitoring, including performance reviews for medical staff, and a system of peer review.
- Regularly reviews and revises medical care policies and protocols as standards of care are revised and/or as directed by licensing, funding and program organizations.
- Ensures the development and maintenance of statistical data related to patient care and patient outcomes, in order to continually improve medical practices.
- Conducts regular chart reviews and audits on a spot-check basis in addition to, and as part of, ongoing Quality Assurance programs.
- Initiates and monitors a referral utilization review process.
- Manages – by providing leadership and specific direction – all patient care professionals. Sets the standards of professional performance for medical and clinical support staff.
- Recruits medical staff as necessary.

Clinic Operations

- Ensures positive interaction with patients, visitors and staff.
- Works with other members of the SJWCFC management team to implement new clinic operating processes and systems (including EHR) to enhance patient flow, improve clinic administration and facilitate operating excellence.
- Ensures the efficient functioning of all clinic sites, and coordination of medical and administrative personnel, schedules, policies and processes.
- Develops, maintains and monitors medical budgets.
- Maintains credentialing procedures and follow-up for all medical personnel; delineates clinical privileges.
- Reviews patient grievances; recommends and implements measures to address.
- Provides oversight of vaccine programs; obtains vaccines from, and submits monthly audits to, the County Health Department.
- Prepares clinics for audits from various agencies and health plans.
- Ensures adherence by medical staff to SJWCFC policies as they relate to behavior, attendance, schedules and dress code.

Safety

- Ensures that emergency equipment, supplies and medications are available and maintained at all clinic sites.
- Ensures that safety factors are adhered to 100% of the time in administering medications.
- Demonstrates and implements safety, infection control, and emergency policy and procedures at all clinic sites.

Training

- Trains and supervises all medical staff.
- Develops and implements on-site training sessions; assesses need for, and coordinates, professional educational and training programs for medical and non-medical clinic personnel.

Qualifications

The CMO will be a seasoned and mature Board Certified Physician with at least 5 -10 years of experience providing medical direction and supervision to teams of medical staff, ideally in a community-based clinic environment with more than one clinic site. S/he must have experience developing and implementing standards of care, medical protocols, quality assurance standards and monitoring, and professional training and education. S/he must also have experience implementing new clinic operating processes and systems aimed at improving efficiency; knowledge of, and experience with, EHR and/or related automated systems is a plus. The CMO must be committed to furthering the mission and vision for SJWCFC.

The CMO will demonstrate additional experience and attributes as follows:

- Possess a current, valid license to practice medicine in the State of California.
- Board certified in Pediatrics or Family Medicine; skilled and knowledgeable in all areas of general medicine.
- Working knowledge of state-of-the-art medical, scientific and treatment methods.
- Working knowledge of current medical, educational and psychosocial intervention procedures.
- Experience launching medical programs and dealing with program audits.
- Solid, proven managerial and administrative skills and expertise, preferably in environments featuring ethnically and socially diverse staff and clients, and characterized by time pressure and less-than-optimal staffing levels.
- Creative skill, ability, resourcefulness and judgment in the analysis and solution of medical, managerial and administrative problems.
- Experience working with information technology staff to implement and manage sophisticated practice management and/or electronic health software packages.
- Excellent written and oral communication skills.
- Demonstrated leadership ability, team management and interpersonal skills.
- Excellent analytical and abstract reasoning skills, plus excellent organization skills.
- Bilingual (Spanish/English) preferred.

MISSION STATEMENT

The mission of St. John's Well Child and Family Center is to improve and maintain the health of children and their families regardless of their ability to pay, and enhance the community's access to health care, by providing a medical home offering preventive and primary medical, dental and mental health treatment for underserved, uninsured and economically disadvantaged persons. The Center also serves a critical function in early identification and referral for serious medical conditions requiring more advanced medical treatment. Our Clinics serves chronically underserved, uninsured and economically disadvantaged families. St. John's Well Child and Family Center has been involved in increasing the availability and access to health care for the medically indigent since 1963.

VISION STATEMENT

The vision of St. John's is to deliver high-quality primary and preventive medical, dental, and mental health services that go beyond the borders of tradition to uninsured, underserved, and economically - disadvantaged persons in Los Angeles. We are devoted to instilling the value of well-being to our communities, resulting in self-advocacy, self-esteem, and self-sustenance through innovative and developmental programs and collaborative endeavors.

COMPANY VALUES

Dignity

We honor and respect every person we encounter as a valued member of the human family whose gifts and rights are to be protected.

Excellence

We support and champion individual and organizational growth, accountability, creativity, teamwork, and commitment to quality, and the best standard of care.

Well-Being

We promote and advocate for the full integration of our patient's physical and mental health with their needs as an active member of a vibrant and just community.

Social Justice

We collaborate with others to develop systems, organizations, and programs that address the needs of and empower all members of our community with a preference for the most vulnerable and disadvantaged.

Commitment to Process Improvement

Employees will make a commitment to the change process and embrace new systems and technology designed to enhance employee skills and improve patient care.

Employees will actively engage in designing, implementing and optimizing new systems for efficient operating.

Employees will be dedicated to a patient-centered medical home model fostering excellence in customer service and patient care.

Employees will provide cross functional support to other employees which means you will be responsible for "other duties as assigned" to pick up the work load and rebalance the work load for continued efficiency in patient care.

Essential Job Functions include the following:

Physical Demands: The physical demands described here are representative of those that be met by an employee to successfully perform the essential functions of this job and include the ability to type and operate a personal computer with various software programs, effectively operate standard office equipment, bend, stoop, crouch, kneel, twist, balance, and work at a desk, lift and carry up to 25 pounds, and communicate (written and oral) in a clear and professional manner.

Mental/Cognitive Demands: Establish and maintain effective work relationships with co-workers and customers, maintain regular attendance, understand and carry out a variety of oral and

written instructions, have knowledge of proper English usage, grammar, punctuation, spelling, and vocabulary, have the ability to learn office principles, practices, and methods, understand filing systems, including numerical, alphabetical, and chronological, learn a variety of procedures, policies, and services of the assigned work unit or program, perform assigned duties with efficiency and accuracy and maintain confidentiality.

Competency Definitions

Competencies are metrics used to measure how well you perform your duties and responsibilities on the job. For example one employee may handle X numbers of patients per day but when surveyed, the way the patient was handled or mishandled speaks to competence. Competence is measured on a scale of 1 (low) to 5 (high).

Personal

1 Results Orientation

- Employee takes initiative and sets high goals and consistently achieves goals as assigned.
- Quality of work is accurate and has consistent neatness and detail.
- Quantity of work meets goals and deadlines. Maintains a steady pace under pressure.

2 Decision Making and Problem Solving

- Weighs all facts before making a decision and willing to take action within limits.
- Consults with superiors before taking action. Digests relevant information.
- Anticipates and prevents problems before they get out of hand.

3 Judgment

- Uses sound logic and factual information to analyze situations.
- Knows how to find information relevant to circumstances.
- Can withhold personal feelings and politics when making decisions.

4 Oral and Written Communication

- Is effective in one-on-one and groups situations.
- Can listen and respond appropriately discussing matters.
- Provides professional responses to internal patients and external vendors.

5 Flexibility and Dependability

- Performs effectively when faced with varying operating conditions.
- Punctual, attentive and accepts responsibility for all duties assigned.
- Can adjust quickly to changing environments and demanding situations.

6 Job knowledge and Technical Skills

- Proficient in job knowledge and technical skills required for the position.
- Shows understanding and demonstrates skills as needed.
- Learns new skills and terminology as appropriate in a changing environment.

Team

7 Planning and Organizing

- Schedules time effectively, meets deadlines, to achieve all goals and objectives.
- Plans each day with priorities and accomplishes daily, weekly and monthly goals.
- Demonstrates good time management and strong administrative skills.

Team (continued)

8 Supervision

- Accepts corporate mission and objectives and is aligned properly to outcomes.
- Keeps supervisor informed with updates, reports, and changes.
- Supervises with integrity and demonstrates leadership when assigned employees.

9 Teamwork and Developing Others

- Builds teamwork and team spirit among all employees.
- Maintains solid working relationships that support and encourage one another.
- Enforces team concepts over personal bias and individual opinions.

10 Composure

- Maintains composure and objectivity when under pressure.
- Embraces change and new challenges with enthusiasm and energy.
- Handles themselves in a mature and professional manner.

11 Building Relationships

- Maintains rapport with employees, patients and stakeholder.
- Manages conflict constructively to achieve mutually beneficial outcomes.
- Builds consensus and overcomes.

Organization

12 Leadership

- Employee is a positive role model and demonstrates integrity on the job.
- Develops others to maximum capacity for growth and incremental improvement.
- Manages others to win loyalty and commitment.

13 Awareness: Internal and External

- Understands internal corporate culture and can maneuver as required.
- Keeps abreast of new services and changes that affect the business.
- Keeps informed on community, political and legal matters pertaining to St. John's.

14 Quality Control: Improvement of Patient Care and Profitability

- Exceeds patient expectations in providing services to our community.

- Properly matches patient need to appropriate referral service(s).
- Supports St. John's Mission with enthusiasm and in a caring manner.

Acknowledgement: I have read and understand my job description duties and responsibilities, Mission, Vision, Commitment to Process Improvement, and Competency definitions and accept the position as defined.

Employee Signature _____ **Date** _____

Human Resources _____ **Date** _____