



## HHM Health Position Description

<b>POSITION:</b>	Associate Chief Medical Officer
<b>DEPARTMENT:</b>	Administration
<b>JOB CODE:</b>	
<b>PAY RANGE:</b>	
<b>FLSA STATUS:</b>	Exempt
<b>REPORTS TO:</b>	Chief Medical Officer

<b>PURPOSE OF THE POSITION</b>
The Associate Chief Medical Officer (ACMO) is responsible for providing strong, effective and inspired medical leadership for physicians, nurse practitioners, physician assistants or other licensed staff as applicable- to ensure that the highest level of quality medical care is provided to patients.
<b>SCOPE AND MAGNITUDE:</b>
Responsible for the compliance of all clinical medical policies, directives, rules, regulations and clinical performance standards of the state, the federal government, accrediting bodies, and organization. Is an integral member of the Senior Leadership Team that establishes the strategic goals and objectives on behalf of HHM.
<b>POSITION FUNCTIONS:</b>
<ul style="list-style-type: none"> <li>• Assist CMO in assuring that the mission and vision of HHM Health is communicated and practiced by the medical department and that HHM Health resources are appropriately utilized to assure optimal productivity, patient satisfaction and service excellence.</li> <li>• Direct and oversee all daily aspects of the clinical functions of the organization.</li> <li>• Monitor, analyze and improve the standards of care through performance benchmarks and goals.</li> <li>• Recommend strategies to enhance clinical performance, effectiveness, efficiencies, productivity, and compliance.</li> <li>• Monitor, recommend and revise clinical policies and procedures, quality initiatives and practice guidelines.</li> <li>• Manage provider staff, including doctors, mid-level providers and specialty providers.</li> <li>• Privilege, and proctor when necessary, new provider staff.</li> <li>• Assist in overseeing utilization review provider productivity measurements.</li> <li>• Ensure clinical compliance with the FQHC program requirements.</li> <li>• Develop and report upon the Quality Assurance / Quality Improvement activities.</li> <li>• Develop, oversee and report results of peer review.</li> <li>• Coordinate, evaluate and participate in physician specialty panels and clinical referrals.</li> <li>• Assist in the formulation of clinical objectives, policies and procedures for the medical/dental department and communicates these policies and procedures to appropriate staff for execution within an integrated primary care approach.</li> <li>• Responsible for assuring each medical clinician is functioning at or above the 90th percentile in productivity and providing excellent clinical outcomes based on their members' panel.</li> <li>• Ensure adequate clinician coverage within the clinics during operating hours and fair rotation and call schedules post operating hours</li> <li>• Provide oversight for the quality control of the medical department including compliance with accreditation standards.</li> <li>• Participate in the development of health risk management protocols and standing orders.</li> </ul>

- Responsible for assuring that each medical staff provides exceptional clinical care based on patient satisfaction scores, clinical outcome measures and chart audits and peer review. Ensure 100% participation of medical staff in department chart audits
- Reviews patient satisfaction survey to assess for trends of any unfavorable quality practice or issue and implement corrective action; assure that patient satisfaction survey is at 90% or above for each medical and dental clinician. Present to others via telephone or directly in a personal and professional manner.
- Participates, in concert with Human Resources, in the recruitment, interviewing, hiring, retaining, coaching, disciplining and termination of medical staff. Has oversight for annual and periodic performance evaluations of Lead clinicians and medical staff.
- Advocates for HHM and serves as liaison to local and state professional societies, as well as to health officials, external organizations, and health institutions, as appropriate
- Performs other related duties as assigned

**SUPERVISION OF PERSONNEL:**

<u>TITLE OF DIRECT REPORTS</u>	<u>EXEMPT</u>	<u>NONEXEMPT</u>
NURSE PRACTITIONERS	X	
DOCTOR OF OSTEOPATHY	X	
BEHAVIORAL HEALTH COUNSELORS	X	
MEDICAL DIRECTOR	X	
PHYSICIANS	X	
NURSES	X	
PHYSICIANS ASSISTANTS	X	
LICENSED PROFESSIONAL COUNSELOR	X	

**WORKING RELATIONSHIPS:**

Will interact both internally and externally with a variety of people, including but not limited to: Executives, leadership and other coworkers, HHM office administrators or assistants, clinic staff; general public including patients and their relatives or support

**KNOWLEDGE AND SKILL REQUIRED:**

**EDUCATION:** Doctor of Osteopathic Medicine or Medicine degree with board certification required.

**EXPERIENCE (and other qualifications):**

- Must possess a current unrestricted license to practice Medicine in the State of Texas
- Annual continuing medical education as required by Board specialty
- Must be registered and have current DEA, DPS and other such certificates to legally operate as a practitioner in the State of Texas
- Hospital privileges at designated area hospitals if required for specialty
- 10+ years in progressively responsible healthcare leadership roles.
- Experience with utilization review, quality management and physician practice management;
- Experience with low-income populations, Medicaid, Medicare, in a community health clinic setting is desirable
- Demonstrated experience in project development and familiarity with data analysis/statistical evaluation strongly preferred

**COMMUNICATION SKILLS:** Must possess the ability to read, analyze and interpret general publications. Ability to effectively present information and respond to questions from groups of managers, coworkers, patients and providers. Ability to respond to common inquiries or complaints from patients, regulatory agencies or members of the community.

**MATHEMATICAL SKILLS:** Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of plane and solid geometry and trigonometry. Ability to apply concepts such as fractions, percentages, ratios and proportions to practical situations.

**REASONING SKILLS:** Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form

**PREFERRED REQUIREMENTS:**

- Can demonstrate effective customer relation skills, working with diverse groups in a stressful environment, displaying an understanding of group dynamics and dealing with stress effectively.
- Can plan, lead, organize and direct.
- Can demonstrate strong organizational skills and effective use of time. Is astute at analyzing and solving problems and can demonstrate the ability to build consensus.
- Can demonstrate ability to coach and direct staff and handle sensitive situations.
- Can demonstrate the following objectives in all interactions with patients, providers and staff: A positive professional manner that reflects favorably on health center image. An educated approach to answering questions and informing others of policies, procedures and decisions. A firm, confident responsiveness in making decisions.
- Capable of observing, receiving and otherwise obtaining information from all relevant sources then analyzing information/evaluating results to choose the best solution and solve problems

**SOFT SKILLS:**

- Knowledge of current social and economic problems pertaining to public health and their impact of primary health care.
- Cognizant of the prevalent stressors and their impact on both the professional provider and the patient population within HHM Health, the community, and all of HHM clinical settings.
- Ability to work with other health care professionals from a variety of disciplines to achieve maximal productivity and program effectiveness while continuously promoting the growth and development of fellow professionals, exercising appropriate supervisory control and displaying good work judgment.
- Organized, dependable and a team player;
- Attention to detail and a have high sense of urgency;
- Must display good judgment, maintains confidentiality, sound decision-making, and be able to work independently, as needed;
- Flexible, adaptable and a high level of initiative;
- Able to establish and maintain interpersonal relationships;
- Work in a fast-paced environment and display strong customer service skills

**PHYSICAL REQUIREMENTS AND WORKING CONDITIONS:**

- Works indoors with a variety of office equipment in the clinic and exam/procedure rooms that include well-lighted, well-ventilated, and adequate space. Frequent exposure to communicable diseases, bodily fluids, toxic substances, and other conditions common to working in a primary care setting. May be exposed to strains and injuries from patients and equipment
- Required to have close visual acuity to perform an activity such as: preparing and analyzing data and figures; transcribing; extensive reading; inspecting and observing information on a computer screen
- Must have hand/finger dexterity in order to fulfill functions of the role re: general medicine including vaccinations, physical exams, and more complex procedures with adults and children
- Remains stationary at least 85% of the time; Must be able to move around the office up to 15% of the time to make copies, fax, file, etc.; Occasionally lifts and carries items weighing up to 25 pounds. Occasional stressful situations and irregular hours.
- Must be able to communicate clearly to coworkers and patients both in-person and over the telephone.
- This position requires constant communication and exchange of information with Healing Hands' employees, clients, vendors, providers and/or contractors

**EFFECTIVE DATE: DECEMBER 2021**

## Healing Hands Position Description Acknowledgement

Title: Associate Chief Medical Officer

- I have reviewed this job description and I understand all my job duties and responsibilities.
- I am able to perform the essential functions as outlined.
- I understand that my job may change on a temporary or regular basis according to the needs of my location or department without it being specifically included in the job description.
- If I have any questions about job duties not specified on this description that I am asked to perform, I should discuss them with my immediate supervisor or a member of the Human Resources staff.

I further understand that future performance evaluations and merit increases to my pay are based on my ability to perform the duties and responsibilities outlined in this job description to the satisfaction of my immediate supervisor.

I have discussed any questions I may have had about this job description prior to signing this form.

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Employee's Name (please print)