



Metro Community Health Center

Clinical Director

POSITION SUMMARY

This position will facilitate the mission of Metro Family Practice by functioning as the clinical leader to ensure the delivery of quality patient care and coordination of direct patient care within the health center. Provide clinical oversight and direction to all clinical support services, including lab, radiology, pharmacy, and related functional areas. Ensures that the mission and goals of the organization are realized through the professional and effective delivery of integrated health care solutions.

ESSENTIAL FUNCTIONS

Achieve Results

- Lead and direct the development, implementation, and monitoring of quality medical care services, programs and initiatives. Ensure that the delivery of all health care meets or exceeds:
 - the needs and satisfaction of all patients served
 - all organizational and professional standards
 - all clinical outcomes and related expectations (HRSA & UDS Guidelines)
 - all productivity standards, goals, and expectations
 - All financial metrics associated with the efficient, cost effective delivery of health care services.
- Lead and direct the organization's quality improvement initiatives. Ensure metrics for clinical outcomes are consistently reviewed, and that the organization is provided clear guidance and direction affecting ongoing improvements in the quality of care.
- Manage and direct all ancillary clinical services. Ensure all clinical services functions achieve expected clinical, productivity, and financial outcomes.
- Manage all functional areas within budgeted guidelines.
- Ensure that the HRSA Productivity Standards are the expectation of all providers
- Provide leadership and direction related to clinical collaborative, studies, programs, or research related initiatives that improve the lives of our patients as well as the communities in which they live.

Operational Excellence

- Ensure all patient records, charts, and all related documentation is maintained current and consistent with best practices in the health care field, as well as within all relevant laws and regulations. Ensure the organization meets or exceeds all governmental, regulatory and accreditation standards in all areas of day to day operations.
- Provide advice and counsel to all clinical personnel on matters related to clinical care, patient grievances and related issues. Minimize risk and exposures to the organization by monitoring trends, managing issued, coaching staff, and ensuring compliance with all clinical protocols and QA guidelines.

Relationship Management

- Manage and ensure favorable relationship within the organization's leadership team. Provide leadership, insights, solutions, and support to all other functions with the organization.
- Manage and ensure favorable, collaborative relationships within and among all clinical staff. Develop a culture of health care professionals open and willing to accept an integrated approach to the delivery of services.
- Manage and ensure favorable relationships with the Bureau of Primary Health, HRSA, JCAHO, local and state health departments, other accreditation and related resources vital to the organization's continued success.
- Develop a favorable reputation for the organization. Develop effective working relationships within the local health care community as well as with third party insurance resources. Minimize conflict, maximize services, and ensure patients treated through our clinics are done so consistent with the requirements set forth by those through whom they are insured.
- Work with Wilksburg/ Swissvale community organizations & leaders to improve the health of the community and to position Metro Community Health Center as a key health care resource within the community.

Leadership and Supervision

- Ensure the organization is appropriately staffed with a full complement of clinical staff. Foster a workplace that results in the development of a high performing team of professionals and staff. Ensure that all staff are properly coached and directed, and that clearly defined measurements of performance and rewards are utilized to enhance individual and organizational effectiveness.
- Personally, and at all times, uphold and ensure all associates conduct themselves at all times in a manner consistent with the organization's values, mission, policies, and expectations.

ESSENTIAL FUNCTIONS/KEY COMPETENCIES

- Ability to provide leadership in the establishment and implementation of health care delivery mechanisms, strategies, tactics, standards and goals.
- Demonstrate ability to fulfill the UDS requirements of the health center.
- Participate fully in the HRSA certification or recertification of the health center.
- Demonstrate a high level of skill at building business relationships and strategic partnerships.
- Demonstrate a strong business acumen as well as substantial knowledge and expertise in the health sciences. Analyze, synthesize and communicate complex data, clinical information, business needs and related issues in an accurate, objective and straightforward manner.
- Demonstrate a high level of problem solving skill. Demonstrate the ability to make critical case management decisions supported by substantial financial analysis, clinical knowledge, and critical data based decision making.
- Provide personal direction, leadership and coaching to the staff. Effectively manage conflict, promote change and growth, and inspire the development of a highly effective team of professionals.
- Demonstrate interpersonal savvy and influence skills in all dealings with regulatory agencies, government entities, network providers, and related concerns.
- Ability to build consensus and focus within the organization as well as within and among various resources, vendors, and strategic partners

- Ability to recruit, develop and direct a high performing team
- Ability to travel throughout the region and the country to monitor operational performance and activity, and to establish relationships with key resources and affiliates.
- Provide day-to-day clinical supervision of assigned clinical and medical staff.
- Serve as safety officer in regard to emergency preparedness.

REQUIREMENTS

Education

- Must have an active Pennsylvania nursing license
- Additional advanced degree in business, public health, healthcare administration or related field of study preferred.

Experience

- Demonstrated success in leading and directing a clinical staff of comparable size and scope.
- Demonstrated expertise related to trends and issues, laws and regulations associated with the delivery of primary health care services.
- Demonstrated success in establishing a wide range of business and professional relationships.
- Demonstrated success in selecting and developing, motivating and directing high performing teams.
- Experience managing or practicing in hospital-based clinical services.
- Capacity to envision and develop clinical programs consistent with hospital mission and a publicly operated care delivery system.
- Demonstrated knowledge of quality assurance and risk management standards and processes.
- Familiarity and experience with standards and processes established by JCAHO, CMS, hospital practice review processes and regulatory entities.
- Knowledge of federal regulations governing hospital clinical staff.

Physical/Environmental Requirements

- Normal accessibility and mobility throughout the region required.
- Normal overtime/extended work hours.

While performing the duties of this job, the employee is regularly required to sit; use hands to manipulate objects, tools or controls; reach with hands and arms; and talk and hear. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and the ability to adjust focus. Noise level in the work environment is usually quiet.