



Metro Community Health Center



Assistant Chief Medical Officer

Metro Community Health Center extends great benefits to our eligible employees. MCHC's current benefits are:

- MCHC pays 100% of the employee premium for UPMC Medical, United Concordia Dental, STD, LTD, and Life Insurance
- VBA vision coverage is offered as voluntary coverage that is paid for by the employee
- Medical and Dependent Care FSA and HRA
- 2 weeks of paid parental leave
- 20 days (4 weeks) of PTO for your 1st two years
- 12 paid holidays
- 401k with a 4% match

POSITION SUMMARY

The Assistant Medical Officer is responsible, under the leadership of the Chief Medical Officer, for leading and managing our programs and providers at Metro Community Health Center, implementing and executing initiatives, fostering and maintaining positive relationships with employees as well as hospital, clinical and administrative staff, and the financial performance of the program. This position will also facilitate the mission of Metro Community Health Center to ensure the delivery of quality patient care and coordination of direct patient care within the health center. The individual will administer to the needs of the patients by following the scope of practice and standards of care accurately.

ESSENTIAL FUNCTIONS

Achieve Results

- Direct medical intervention for the patient well-being through accurate and timely diagnosis and delivery of relevant, high-quality medical care. Ensure the delivery of competent, accurate, medical care and treatment to all patients as assigned.

- Provide leadership and direction to clinical staff. Affect overall clinic results to meet or exceed all measurable standards of care, including overall clinical, quality, and productivity goals.
- Ensure accuracy, efficiency, and appropriate confidentiality with patient charting and related recordkeeping and administrative functions as assigned.

Operational Excellence

- Ensure the delivery of all medical treatment and care is consistent with all regulatory, accreditation, and professional standards, including clinical policies and quality initiatives.
- Understand and ensure all practices and procedures related to the delivery of medical services are consistent with contracted protocols and procedures.

Relationship Management

- Develop and ensure favorable relationships with patients and their families. Achieve commitments from patients to adhere to an effective plan of care, and ensure all patient services are delivered in a caring and professional manner.
- Develop and ensure favorable relationships with vendors, contractors and payor sources.
- Develop and ensure ongoing, positive relationships and collaboration with other physicians, nurses, administrative and clinic operations staff. Ensure the success of each clinic operation through collaborative support and working relationships with all clinic operations staff.

Professionalism & Stewardship

- Ensure all actions, job performance, personal conduct and communications always represent the organization in a highly professional manner.
- Uphold and ensure compliance and attention to all corporate policies and procedures as well as the overall mission and values of the organization.

PRIMARY TASKS & DUTIES

- Administrative/Leadership position while providing exceptional clinical patient care with a Federally Qualified Health Center (FQHC)
- Responsible for maintaining an active clinical practice in the specialty area that the individual is overseeing.
- Assists in the development of strong clinical policies, procedures, and workflows.
- Recruits, hires, directs, evaluates, and coordinates the professional activities of the paid and volunteer medical, dental, and other health care staff providing outpatient services.
- Assists in and maintains current knowledge of clinical guidelines, infection control, HIPAA, OSHA, and other healthcare regulations.
- Responsible for ensuring adequate clinical access to services; this includes evaluating and ensuring provider-level productivity, including clinic templates and empanelment, monitoring access standards, and ensuring compliance with state and federal benchmarks, and ensuring adequate coverage for provider leave & absences.
- Follows all established policies for maintenance and signing of medical records.
- Contributes to the achievement of department goals and adheres to policies, procedures and quality and safety standards.

- Monitors quality metrics of MCHC and develops activities to assist in improving quality of care, cost of care and patient experience.
- Submits accurate and timely charges for all professional services performed.
- Participates in strategic planning/administrative decision making with senior management team.
- Assesses the breadth of medical services provided and collaborates in the development of new programs and services.
- Provides training and technical assistance in clinical areas.
- Develops collaborative relationships with relevant organizations. Represents MCHC at various meetings with partners.
- Represents MCHC in medical-administrative and medical-educational matters with other institutions, universities, private and public organizations including community organizations and individuals, the press and other media, the professional medical community, and accrediting and regulatory agencies
- Serves on MCHC's medical and administrative committees.
- Responsible for all other tasks assigned by the Chief Medical Officer.

ASSISTANT MEDICAL OFFICER RESPONSIBILITIES

- Balancing the duties of a physician with that of an administrator
- Ensuring that patients receive the highest standard of medical care
- Being responsible for the performance of providers under your supervision
- Ensuring that all healthcare regulations and safety standards are met
- Keeping staff updated on new healthcare regulations
- Monitoring clinical performance and finding ways to improve clinical and administrative services
- Liaising between administration and medical staff
- Reporting to the Chief Medical Officer
- Recruiting and mentoring providers
- Cooperating with the executive team to initiate procedures, regulations and programs to benefit our patients and support our health center fiscally
- Assisting in instituting a behavioral framework for all health care providers at our clinical services locations
- Assisting in creating benchmarks for key performance indicators for use with QI/QA analysis

ESSENTIAL FUNCTIONS

- Demonstrate a high level of skill at building relationships and customer service
- Demonstrate interpersonal savvy and influence skills in managing difficult clients and patients.
- Demonstrate high degree of knowledge and competency in the practice of medicine and associated charting requirements
- Requisite skills and ability to perform certain medical tasks as assigned
- Demonstrate a high level of problem-solving skill to better serve patients and staff
- Strong attention to detail and accuracy
- Ability to utilize computers for data entry and information retrieval
- Excellent verbal and written communication skills

- Ability to implement and evaluate operational and administrative processes

POSITION REQUIREMENTS

Education/Experience

- Ability to manage multiple responsibilities and emergency situations successfully
- BE/BC degree in Internal or Family Medicine
- Minimum five years' experience as a hospitalist with management/leadership experience
- Experience working with advanced practice providers
- Demonstrated knowledge of quality measures, such as HCAHPS, MHACS
- High ethical standards and a commitment to compliance
- Strong inpatient skill set
- Commitment to providing exceptional patient care
- Excellent organizational, time management and problem-solving skills
- Quality-focused team player
- Proficiency in knowledge of office management, use of computer and EMR's
- Active state license, American Heart Association CPR Certification, DEA License, PA State Controlled Substance Registration

Physical Requirements

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.