

**Neighborhood Health Association**  
**Job Description**  
**Chief Medical Officer**

<b>Job Title:</b>	<b>Chief Medical Officer</b>	<b>SOC #:</b>	11-911
<b>Department:</b>	Administration/Medical	<b>EEOC Category:</b>	Officials and Managers
<b>Location:</b>	NHA Administration Building	<b>FLSA:</b>	Exempt
<b>Travel Required:</b>	Occasional	<b>Pay Class:</b>	Salary
<b>Reporting Relationships:</b>		<b>Organizational Impact:</b>	
<b>Reports to:</b> Chief Executive Officer – CEO  <b>Direct Reports:</b> Medical Providers, Director of Medical Support Staff, Chief of Pharmacy		<b>Role: Director</b> The incumbent has full authority to hire, develop, appraise, discipline and approve time and attendance for subordinates.	
<b>Job Description:</b>			
<p><b>General Function:</b></p> <p>Oversees and manages the medical clinics, pharmacy, x-ray, lab, patient records, medical support staff (nurses and medical assistants) and medical providers. Responsible for the execution of those measures necessary, as determined by Quality Improvement/Quality Assurance findings, to ensure the provision of quality medical care to NHA patients. Will have direct patient care responsibilities (30%) on a part-time basis and administration (70%).</p>			
<p><b>Duties and Responsibilities:</b></p> <ol style="list-style-type: none"> <li>1. Provides direct patient/clinical care in ambulatory setting.</li> <li>2. Recruits, screens, interviews and recommends candidates for lab technician, pharmacist, patient care coordinator, and administrative assistant.</li> <li>3. Provides orientation and direct supervision of all medical clinic personnel, including patient care coordinator, pharmacist, provider staff and lab.</li> <li>4. Organizes the provider recruitment and retention program. Seeks, screens, and interviews medical provider candidates and recommends employment to the CEO.</li> <li>5. Develops qualification standards for physician and mid-level provider credentialing for NHA personnel committee, job descriptions and evaluation standards.</li> <li>6. Conducts medical staff performance and quality improvement/quality assurance evaluations. Directly evaluates pharmacist, lab technician, administrative assistant, patient care coordinator and signs off on medical support staff evaluations. Supervises medical outreach efforts.</li> <li>7. Develops and maintains physician and nurse practitioner clinic and call schedule to maintain adequate and optimal clinic coverage.</li> <li>8. Develops and oversees the implementation of NHA;s health care plan, and participates in long-range strategic planning process. Develops clinical objectives for the agency, makes recommendations on priorities to the CEO.</li> <li>9. Updates medical Principals of Practice in accordance with changing service needs and professional standards.</li> </ol>			

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10. Actively participates on the center's Quality Management Team, representing and providing input from medical, pharmacy, and lab in Quality Management team meetings.
11. Member of the Provider Advisory Committee. Attends all Board of Trustee meetings and reports progress on goals.
12. Serves as management liaison to the Board's Quality Improvement Committee and is responsible for performing and or delegating and presenting findings of QI/QA audits and other measures to the QI Committee. Serves as Chairperson of NHA's staff QI Committee.
13. Develops linkages and acts as primary preceptor with Mercy Family Practice residency program, and to other medical students and residents, delegating direct responsibility to other providers as indicated.
14. Develops and supervises in-service presentations to clinical staff.
15. Participates in the development of the primary care budget and develops the medical department budget, including the compensation plan and supply budget.
16. Represents the agency in the community on medical issues. Demonstrated ability in management of clinical provider and ancillary service.
17. Strong oral and written communication skills and interactive personal and management skills.
18. Knowledge of and desire to work within a public/community medicine model of service delivery.
19. Ability to work with non-profit boards, committees and task forces.
20. Familiarity with program planning and monitoring.
21. Knowledge of Quality Assurance and/or Total Quality Management theory and practice.
22. Ability to work with people of various economic, social, racial and ethnic backgrounds.
23. Advises CEO on information system needs, develops, recommends and conducts special studies of operations.
24. Interprets clinical data, formulates and recommends changes in clinical programming which are seen to be needed due to changes in health behavior epidemiology or problems in the community.
25. Lead the periodic review of practice management functions, e.g., receptor, telephone triage, patient flow, outreach service, laboratory, pharmacy, follow-up on missed appointments, referral tracking and transcription.
26. Review patient satisfaction surveys; resolves patient complaints as referred by Administrative Assistant.
27. Conducts regular departmental meetings with clinic providers and support personnel.

**Working Conditions:**

**Lifting Requirements:**

Medium Work - Exerting up to 50 pounds of force occasionally and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.

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**Physical Requirements:**

Stand or Sit, Walk, Use hands/fingers to handle or feel, climb, stoop, kneel or crouch, talk/hear, see, taste/smell, pushing or pulling, reaching, repetitive motion.

**Hazards and Atmospheric Conditions:**

Limited exposure to dust and electrical hazards, in relation to the storage of files and the operation of office equipment. Limited exposure to fumes, wet and/or humid, noise, Chemical Hazards, and Radiant energy hazards, in relation to the site.

**Equipment and Tools:**

Equipment: Computer, Copier, Printer, Scanner, Laminator, Typewriter, Telephone, Filing Cabinets, Stapler, Calculator.

Tools: Letter opener, Hole Punch

Organizational Vehicle: Does not drive organizational vehicles.


**OSHA Category:**

Category I – Duties performed routinely require exposure to blood, body fluid and tissue.

**Skills/Qualifications:**

- Board certified practitioner, preferably in family practice in the State of Ohio.
- Should have demonstrated ability in the management of clinical providers and ancillary services.
- Knowledge of QI/QA and or Total Quality Management theory and practices.
- Knowledge of and a desire to work within a public/community medicine model of service delivery.
- Ability to work with non-profit boards, committees, and task forces.
- Ability to work with people of various economic, social, racial and ethnic backgrounds.

**This description is intended to indicate the kinds of tasks and levels of work difficulty that will be required of positions that will be given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of any supervisor. The use of a particular expression or illustration describing duties shall not be held to exclude other duties not mentioned that are of similar kind of level of difficulty.**

Last Updated By:	 Amie L.W. Gohlike, SPHR	Date:	9/8/14
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CEO Approval:	 Doni Miller, CEO	Date:	9/8/14
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*I have reviewed and understand the requirements of my job description.*

Employee Signature:		Date:	
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