HEALTHSOURCE OF OHIO

Job Description for:

Medical Director

Supervises: Assistant Medical Director, Medical/Dental Leaders, Providers, Administrative Assistant, Audit Nurse

Report To: Chief Executive Officer

Classification: Professional Leadership

Position Summary

The Medical Director position is responsible for the strategic direction, implementation and management of the Clinical department and is responsible to achieve performance goals to include: human resources, financial, operational and customer service. This position is ultimately responsibility for the effectiveness of the clinical program strategies, plans and execution for HealthSource of Ohio.

This position is responsible for coaching, providing feedback and developing the full potential of HealthSource providers. The scope of the role includes: 1) ensuring high quality and appropriate healthcare is provided to all patients, 2) direct, coach, train and develop provider staff and all direct reports, 3) Clinical strategic planning & budget, and 4) represent HealthSource in the external community. This role interacts effectively with the Board of Directors, CEO, all levels of management and staff.

Essential Duties and Responsibilities include the following, other duties may be assigned:

1) Direct, Support, and Develop the Provider Team to Achieve Results
   • Build relationships with each manager/staff and coach, train, mentor and model desired behavior.
   • Ensure all Clinical functions achieve desired results within established time frames.
   • Encourage high motivation, morale, and positive work environment for all HealthSource employees.
   • Develop, implement and monitor individual performance standards consistently among the team.
   • Create operating procedures, guidelines, and monitoring system to ensure clear, consistent standards are developed, documented and adhered to by all staff members.
   • Update roles for all positions and ensure clear authority and accountability for each role.
   • Facilitate effective meetings to ensure optimal use of management processes for: training, learning, problem solving review of policies and procedures, best practice demonstration and teambuilding.
   • Facilitate feedback from managers and the team to resolve day to day problems and proactively address concerns as they arise.
2) **Strategic Planning, Annual Planning, Medical Practice Objectives**
   - Evaluates short and long-term Provider manpower needs and develops a Provider recruitment plan in conjunction with the CEO.
   - Evaluates all Provider applicants for hire at HealthSource. Insures confidence with appropriate credentialing standards and policies.
   - Develop a three year strategic plan for the Clinical Department to include: Quality Improvement, Provider retention, EMR, Pharmacy Services, Medical School and service growth.

3) **Coordinate Medical Staff Meetings, Training and Development**
   - Conducts quarterly Medical/Dental Leadership and Provider meetings.
   - Ensures administrative/leadership training for management/leadership staff in the Clinical department.
   - Chair Provider Compensation Committee.

4) **Guide the Development of Clinical Policies and Quality Improvement**
   - Ensures the quality of all services provided by HealthSource: Chairs Clinical Quality Improvement Committee, Coding audits, Clinical quality audits, OB Quality group, policies and procedures and any other initiatives needed.
   - Ensures routine communication with all other departments to improve the customer focus, efficiency and quality of HealthSource services.
   - Responsible for OPR Clinical guidelines monitoring, presentation and evaluation.

5) **Ensure Financial Capacity, Reporting and Performance of Provider Group**
   - Reviews and approves schedules and clinical protocols for providers and supervises implementation by Assistant Medical Director or Medical/Dental Leaders.
   - Assures that sites are adequately staff with providers at all times.
   - Reviews and approves requests for outside employment (moonlighting) by any provider.
   - Negotiates outside contract for HealthSource Provider services in conjunction with the Operations department and CEO.
   - Clinical practice 12 hours/week on average.

6) **Align and Focus Performance Management Processes**
   - Ensure alignment and focus on common priorities and achievement of objectives by developing performance planning format, structure and process for implementation with all Clinical staff and Medical/Dental Leaders.
   - Complete monthly performance plans and review the direct reports: annual objectives, current priorities, performance against objectives and development plans.
   - Ensure all new Administrative staff receives a six month review of performance.
- Conduct annual reviews of staff, seeking input from key stakeholders for all direct reports within 30 days of due dates.
- Determine disciplinary action and if necessary, termination of all direct reports.

7) Leadership and Management Responsibilities

- Participate in the Executive Team to provide Clinical leadership and oversight for all business planning, alignment, focus and outcomes.
- Coordinates with the CEO to determine Clinical representation needed at Board meetings and HealthSource functions.
- Facilitate and/or Participate on key project teams or other teams as assigned.
- Participate in leadership communication of clinical objectives to ensure consistency between offices.
- Represent HealthSource in the clinical community to develop strategic relationships that enhance the HealthSource reputation in the community.
- Represent HealthSource at federal and state events in coordination with the CEO

QUALIFICATIONS: This person must have:

EDUCATION and/or EXPERIENCE:

LANGUAGE SKILLS: This person must have excellent communication skills: oral, written, presentation, and strong interpersonal skills.

REASONING ABILITY: This role requires complex problem solving skills, effective conflict management, and decision-making abilities.