

NORTH END WATERFRONT HEALTH

Chief Medical Officer

Reports To: Chief Executive Officer

Chief Medical Officer of the Health Center reports to the Chief Executive Officer and the Executive Board of Directors on issues relating to the provision of health care and its impact on the community. The position entails a combination of direct patient care, teaching, and administrative responsibilities. Working from a solutions-oriented approach, the Chief Medical Officer monitors clinical performance to ensure medical services and operations are in compliance with all applicable regulatory and licensing agencies. As a member of the Executive Management Team, the CMO is responsible for implementing, reviewing, and developing clinical protocols, performance objectives, productivity benchmarks, compliance measures, provider workflow planning and provider scheduling. Also, the CMO position serves as a coach/mentor/trainer to staff providers, giving guidance in best practice, trouble shooting of medical services and operations issues in priority of urgency according to NEWH policy and FQHC standards. The CMO will also represent the health center at required meetings with affiliated agencies.

PRINCIPAL DUTIES AND RESPONSIBILITIES:

DIRECT PATIENT CARE:

- 0.4 FTE direct patient care at the health center
- Back-up for other medical providers when extra help is necessary
- Supervision of patient care delivered by nurse practitioners, registered nurses, and licensed practical nurses, medical assistants when necessary
- Following hospitalized patients for care coordination

SUPERVISION AND QUALITY ASSURANCE:

- Training of new medical providers in Health Center operations and type of medical care expected in the community
- Supervision of all adult medical providers as they relate to patients followed by the medical department
- Supervision of specialty consultants, ie. podiatrist
- Interact closely with other department heads to ensure the provision of high-quality care
- Ongoing coordination of quality assurance activities via monthly quality assurance meetings, medical administrative meetings, and appropriate chart review
- Establishing systems of accountability for all providers to include performance measures and controls for quality assurance

- Performs hands-on training of new medical staff and develops clinical practices based on changes in regulations or best practices.

ADMINISTRATION

- Oversee all clinical operations of the health center, working closely with other clinical department heads
- Oversee Health Center interaction with patients, i.e., front desk staff, public relations, ancillary staff, etc.

- Provide direction regarding on-call coverage, provider sessions
- Work closely with CEO, COO, CFO, CCO, CXO and HR Specialist in solving general Health Center matters
- Monitors and assists with the new-hire orientation process for all medical providers Assist in recruitment of new medical providers and give input on final decision
- Review and update forms as necessary (encounter forms, lab slips)
- Monitor and enhance productivity of medical department
- Ongoing assistance with coordination of computer efforts (creation of new codes, inputting, interaction with systems manager and Partners system representatives)
- Attends meetings: Senior Managers, Department Head, Board of Directors, MGH Primary Care Leadership, C3 CMO Meetings and monthly team meetings,
- Participate as a member of the senior management team providing guidance and direct assistance for survey preparation (Joint Commission, HRSA- Operational Site Visits, and Department of Public Health – Clinic Licensure)
- Participate in strategic planning activities
- Identifying clinical metrics, performance improvement and quality initiatives, and set standards of practice
- Review and update clinical guidelines, protocols, and policies with current standards of care and compliance requirements per HRSA, DPH and the Joint Commission

TEACHING

- Bi-monthly staff meetings to review relevant clinical information
- Ongoing teaching of all providers as component of supervision
- Training of other supervisory staff in management principles and techniques
- Teaching and supervision of medical students and residents

INTERACTION WITH OUTSIDE INSTITUTIONS

- Ongoing communications with MGH, Department of Public Health, Bureau of Primary Health, and C3 -ACO as appropriate

QUALIFICATIONS:

- ***Education, including degrees: Graduate of accredited medical school, completed an accredited residency training program in internal medicine, must be eligible for staff privileges at Massachusetts General Hospital.***
- ***Work Experience: Experience in ambulatory setting preferred as clinician, and healthcare management experience***
- ***Licenses/certification: Must be Board Certified, currently licensed in Massachusetts, and have current DEA number.***
- ***Language requirements: Italian or Spanish speaking preferred, but not required.***

SKILLS/ ABILITIES/ COMPETENCIES REQUIRED:

Abide by the By-Laws, rules, regulations, and policies of the North End Waterfront Health

Limit practice to those privileges delineated and approved by the CEO and Associate Medical Director in connection with the application for reappointment

Accept consultation, committee and other assignments from the Health Center as requested

Attend MD staff meetings as required by Department

Adhere to the profession's clinical standards and Code of Ethics

Promote patient satisfaction

Adhere to the NEWH's standards, policies, and procedures

Promote North End Waterfront Health's public relations

Be responsible for own professional development

Willing to maintain Massachusetts Licensure at highest level of eligibility

WORKING CONDITIONS:

Ambulatory health care setting

SUPERVISORY RESPONSIBILITY:

Supervises Adult Medicine providers and Nurse Director.

FISCAL RESPONSIBILITY:

Works closely with the CEO and CFO on health center budget, provider compensation, and salaries.

Please send resumes and cover letters to VScibelli@partners.org

The above is intended to describe the general contents and requirements of work being performed by people assigned to this classification. It is not intended to be construed as an exhaustive statement of all duties, responsibilities, or skills of personnel so classified.

NEW Health is an Affirmative Action Employer. By embracing diverse skills, perspectives, and ideas, we choose to lead. All qualified applicants will receive consideration for employment without regard to race, color, religious creed, national origin, sex, age, gender identity, disability, sexual orientation, military service, genetic information, and/or other status protected under law. We will ensure that all individuals with a disability are provided a reasonable accommodation to participate in the job application or interview process, to perform essential job functions, and to receive other benefits and privileges of employment.