

MEDICAL DIRECTOR

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| Status: | Salaried/Exempt; Full-time 1.0 FTE (0.3 FTE Patient Care & 0.7 FTE Admin) |
| Reports to: | Chief Executive Officer/Chief Medical Officer |
| Salary: | Begins at \$150,000 per year & commensurate to experience |
| Supervises: | All Licensed Providers participating in clinical care activities |

SUMMARY: Boulder Valley Women's Health Center is seeking a dynamic, strong leader to serve in the critical leadership role of Medical Director for the organization. Working closely with the CEO/CMO and Leadership Team, key responsibilities of the Medical Director are to (1) oversee medical and nursing personnel, including supervising all licensed providers, ensuring risk management and quality of care, and developing and implementing all other medical aspects of the clinical operations; (2) provide leadership and strategy to implement BVWHC's goals and objectives and (3) provide strategic input to business planning for the organization. The Medical Director works closely with Clinic Operations Director (COD) in developing and implementing the overall clinic service operations and objectives. The Medical Director will regularly provide reports to BVWHC's board of directors around Quality Assurance and Risk Mitigation. As a part of the care team, the Medical Director will be expected to provide direct medical care each week.

Duties and Responsibilities:

Oversight of Clinical Care Services

1. Determines, implements, and oversees patient care in any BVWHC clinic location.
 - a. Ensures that the clinical services that BVWHC provides are within the scope of services of the organization's mission and focus. This includes current services in abortion care, gender-affirming care, gynecology, and family planning.
 - b. Innovation and strategic expansion are welcomed. Thoughtful leadership in collaboration with clinical leadership is encouraged.
2. Responsible for ensuring that our healthcare delivery is fully up to date with clinical care guidelines and protocols as well as compliant with all rules, regulations, and expectations set by any grant or source of care delivery support or funding, including CDPHE's Family Planning Program, all other federal and local laws, rules, and regulations including those of Medicaid, state, county, and city programs, and any federal programs, payers, licensing entities and other regulatory entities as required for patient care.
3. Ensures the smooth and successful day-to-day delivery of healthcare services by working closely with the COD and Nurse Manager.
4. Develops, regularly updates, and approves clinic policies, guidelines, and procedures as necessary to define the clinical services provided by BVWHC. What clinical services are provided at BVWHC will be determined in collaboration with the CEO/CMO, COD, and Nurse Manager. Trains clinical staff and/or other staff on policies, guidelines, and protocols regularly and routinely.
5. Creates a policy and procedure for the timely review of lab and PAQ results, including result disclosure to patients.
6. Establishes clinical care hours, in collaboration with the COD, so that access is promoted with a patient-centered approach.
7. Ensures a sufficient On Call system, rotation, and plan.

Healthcare Delivery Performance

1. Participates in annual budget preparation in collaboration with the BVWHC leadership team.
2. In collaboration with BVWCH's Leadership team, annually defines and regularly tracks performance goals for current programs, grants, and clinical commitments, such as Title X, WWC, CCHA, CLIA, OSHA.
3. Monitors, analyzes, and acts on actual performance data against monthly targets. This includes:
 - a. Defining realistic provider productivity goals and translating those goals into patient schedules and clinical staffing needs to support these goals.
4. Regularly monitors individual provider and entire care team clinical and productivity performance, at least monthly.
 - a. Shares monthly productivity targets and actual monthly productivity (overall and individual provider productivity) with the clinical care team staff.
 - b. Acts, in collaboration with the COD and Nurse Manager and under the direction of the CEO/CMO, to improve productivity of the clinic's healthcare delivery, taking into account: patient experience, care team experience, productivity and financial goals.

Licensed Staff Management

1. Creates an Annual Performance Review process that establishes measurable performance expectations that, at a minimum, monitors the following domains for each licensed clinical provider:
 - a. Productivity
 - b. Quality of care patient experience (e.g., timely and on-schedule patient care delivery)
 - c. Documentation (e.g., timely completion of accurate and informative medical records)
 - d. Timely maintenance of professional education and development
 - e. Staff relations (e.g., delivering care with a team-based care collaborative mindset)
2. Provides oversight and supervision, coaching, and corrective/disciplinary action for all direct reports. This includes time-card approvals, PTO approvals, as well as leading organized and regular meetings with the licensed care team, and other supervisory functions.
3. Effectively identifies and addresses the clinical training needs of clinical staff. Arranges in-service training, and orientation of medical staff, as needed.
4. Provides medical consultation for other licensed providers in the practice regarding patient care.
5. Effectively communicates BVWHC's vision, goals, objectives, changes, and expectations to their staff.
6. In consultation with Leadership, creates criteria and continually assesses the need to hire licensed care team staff who fall under their direct supervision.
 - a. Works collaboratively with the HR Coordinator to:
 - i. Create or update job descriptions for positions supervised by the Medical Director
 - ii. Determine appropriate pre-screening questions
 - iii. Define the interview process and standardize questions for interviewed candidates
 - iv. Determine hiring timeline
 - b. In collaboration with RN Manager, privileges new providers for clinical care, as necessary.
 - c. Serves as an exemplary role model for the clinical care team by embodying professionalism, displaying respect in all interactions with care team members, and by meeting, if not exceeding, their own clinical performance expectations as defined by the above performance domains.
 - d. Promotes a collaborative/synergistic team environment for licensed providers and clinic staff, thus promoting their work as an effective and efficient care team.

Quality Improvement, Quality Control, and Risk Mitigation

1. In collaboration with the COD and the RN manager, implements quality control, quality improvement (QI) monitoring and action, and risk management programs:
 - a. Periodically (at least every quarter) reviews their effectiveness.
 - b. Organizes and leads peer review meetings that include quarterly peer medical chart reviews.
 - c. References data and recommendations from external entities such as CCHA and CDPHE and incorporates those into care delivery as appropriate.
 - d. Serves as the Patient Grievance Officer in collaboration with COD. Reviews patient grievances for process improvement opportunities.
 - e. Works with COD to respond to online reviews related to our healthcare practice. Follows up with patients regarding a review, when appropriate.
2. Creates and leads the BVWHC QA Program.
 - a. Develops and submits the organization's annual QI goals, first to the CEO/CMO and then to the Board QAI Committee for approval.
 - i. Creates the systems, processes, and monitoring necessary to meet those goals.
 - ii. Provides, at a minimum, a quarterly QI report, first to the CEO/CMO and then to the Board QAI Committee.
 - b. Reports year-end performance outcomes for QI goals first to the CEO/CMO and then to the internal QI Committee and the Board QAI Committee.
3. Monitors compliance with any federal, state, county, and city programs, payers, licensing entities and any other regulatory entities as required for patient care.
4. Monitors timely lab and PAQ results; creates NextGen reports in collaboration with COD.
5. Evaluates On Call Program for process improvement in healthcare delivery
6. Takes the lead as a clinical EHR Superuser.
 - a. Assists with improvement in documentation of clinical care and the EHR workflow and revises charting methods focusing on efficiency, consistency, communication, and reportable data.

Business Strategy and Planning:

1. Provides clinical leadership for developing and expanding BVWHC's mission, when requested, incorporating the highest principles and best practices of modern health care management and in harmony with the vision and goal(s) set by the Board of Directors, CEO/CMO, and the Leadership Team.
2. Participates in and provides clinical perspective to strategic planning and annual budget planning.
3. Participates in budget planning and provides clinical recommendations regarding staff training and support, equipment needs, expansion and/or scaling of services, as appropriate.

Represent BVWHC in meetings with external organizations and entities, as necessary.

Other duties as assigned.

Required Qualifications

- Active, unrestricted medical license for practice in the State of Colorado.
- ABMS certification in Gynecology or Family Medicine with experience in reproductive and women's health. Specialization in Family Planning strongly preferred.
- Clearance to receive malpractice coverage through COPIC.
- Agile, professional, personable, humble, and organized.

Desired Qualifications

- Bilingual (English and Spanish).
- Prior management or leadership experience of at least 3 years duration.
- Demonstrated skills in staff management, supervision, coaching and development.
- Documented proficiency within the last 3 years performing all procedures done at BVWHC.
- Excellent communication and meeting-facilitation skills.
- Demonstrated ability to proficiently handle multiple contracts, projects, and tasks.
- Ability to work effectively with minimal supervision and function as a team member.
- Experience working with population(s) of interest, including underserved and marginalized communities, and knowledge of social determinants of health and trauma-informed care.
- Ability to work well with people of diverse cultural, educational, socioeconomic and linguistic backgrounds.
- Proficiency in Microsoft Office applications and NextGen EHR.

ADDITIONAL INFORMATION

- COVID-19 vaccination required.
- Employment at BVWHC is contingent upon satisfactory professional references, passing of a background check and verification of eligibility to work in the United States.

WHY WOMEN'S HEALTH?

- **We make a real impact for those we serve.** As the first abortion provider to open in Colorado, we remain innovative and locally focused, honoring the legacy of our founders. We aim to create access for those who need it most by breaking down barriers.
- **We support each other.** Our people are passionate about what they do, the services they provide, and the clients they serve. If you're looking for an opportunity to be part of a work family that values collaboration, innovation and dedication, we're the right organization for you.
- **Our benefits package** includes medical insurance, vision and dental insurance, nine paid holidays, paid time off, short-term disability coverage, 403(b) retirement plan, life insurance and an Employee Assistance Program.

Diversity, equity and inclusion are central to our mission, and we are passionate about creating a workplace that fosters and reflects these values. As an equal opportunity employer, we will never discriminate based on race, color, religion, gender identity, gender expression, sexual orientation, national origin, age, or ability.

To Apply:

Please submit resume and letter of interest (PDF or Word) to Grace (HR Coordinator) at grace@bvwhc.org. Applications without both a letter of interest and resume will not be considered.