



Position Title:	Vice President of Medical Operations
Department:	Administration
Supervisor:	Chief Executive Officer
Supervisory Responsibilities:	Associate Medical Officers, Inmate Medical Services, Pharmacy, Director of Nursing
FLSA Status:	Exempt

### **Summary:**

The Vice President of Medical Operations provides clinical leadership and high-quality primary and preventive health care services to patients at the Alluvion Health. The Vice President of Medical Operations participates in the development, implementation and monitoring of policies, procedures and protocols. The Vice President of Medical Operations is an integral member of Quality Improvement and serves as a champion for Patient Centered Medical Home. Primary job function is to provide clinical leadership and high-quality provision of clinic based comprehensive primary and preventive health care services to patients at the Alluvion Health Center. The Vice President of Medical Operations works independently and interdependently with other clinic departments and providers to ensure integrated care for patient centered outcomes. Assists in providing off-hours medical coverage to ensure 24-hour availability for all clinic patients and contracted services. The Vice President of Medical Operations participates in the development and implementation of policies, procedures and protocols.

### **All employees will exhibit the following behavioral traits:**

#### *Integrity and Trust*

Individual is widely trusted and can present information and discuss situations in an appropriate and helpful manner, keeps confidences, admits mistakes, doesn't misrepresent him/herself for personal gain. Is respectful in action and communication with clients, patients and staff.

#### *Mission Integration*

Adheres to the organization's mission during times of ease or challenge, is dedicated to the expectations and requirements of the mission and vision, acts in line with the values identified by Alluvion Health.

### *Team Relations*

Understands and supports the team approach and integrated model of Alluvion Health. Is seen as a team player, cooperative and supportive of his/her coworkers, practices what he/she preaches. Can be candid with peers and fosters open dialogue. Creates a feeling of belonging on the team and holds self and team accountable to those behaviors.

### **Essential Job Responsibilities:**

1. Under the supervision of the CEO, the Vice President of Medical Operations works collaboratively with the leadership team to assure achievement of annual business and strategic goals and objectives;
2. In conjunction with the Leadership Team, the Vice President of Medical Operations seeks to improve and implement the strategic plan for operations;
3. Responsible for development of patient care policies creation and revision as a result of quality improvement activities including chart audits, peer review, patient satisfaction, incident reports, etc.
4. Oversight (delegated) for quality improvement activities, most specifically peer review of medical and behavioral health providers, nurses, medical assistants;
5. Promotes the mission and vision of the Alluvion Health Center;
6. Ability to work flexible hours and overtime when requested;
7. Provides primary health care to patients according to established principles of clinical practice and the patient's current Health Care Plan. Performs out-patient procedures within the scope of primary care;
8. Assists other providers in revision and implementation of practice principles, clinical protocols and health care plans as needed;
9. Supervises, consults with, and precepts family practice residents, medical students, and staff nurse practitioners and physician assistants as directed;
10. Serves as a role model for effective teamwork among staff and actively works to maintain positive morale and attitude;
11. Safeguards all patients' health information whether written, verbal, and electronic with privacy and confidentiality. Follow HIPAA Privacy and Security policies and procedures;
12. Performs medical examinations, evaluations, assessments, diagnoses, and treatment
13. Provides medical consultation to mid-level providers and patient care teams
14. Prescribes pharmaceuticals, other medications, and treatment regimens as appropriate to assessed medical conditions;
15. Documents patient histories, progress notes, interventions and orders in the electronic health record;
16. Maintains confidentiality of patients and staff;
17. Works collaboratively with a multidisciplinary team;
18. Supervises care given by mid-level providers, nurses, and medical assistants;
19. Participates in developing, implementing and monitoring health center policies, procedures, and objectives;
20. Serves as a resource person for clinical staff regarding patient care issues.
21. Establishes and maintains rapport with community agencies;
22. Monitors and improve processes and outcomes of care;
23. Assures achievement of annual recruitment and retention objectives for provider staffing;

24. Works collaboratively with Alluvion Health's Leadership Team to ensure compliance with HRSA 330 requirements and reporting including UDS, budget period renewals, audits, FFR and any other submissions required for compliance;
25. Serves on Alluvion Health's Leadership team and other formal and ad hoc committees and teams as appropriate;
26. Maintains knowledge of current resources, legislative and program changes relevant to PCMH, Medical Home recognition programs, Meaningful Use and QI/QA initiatives;
27. Leads meetings, committees and work groups as needed;
28. Provide leadership to all sites within the Alluvion Health system;
29. Assist in the development and review of policies and procedures and assure all staff adhere to them to improve patient care and utilization of health center resources;
30. Supervises and coordinates various personnel actions including, but not limited to, recruiting, directing, training, competencies, performance appraisals, promotions, monitoring time and attendance, and vacation schedules to ensure the clinic operates in an efficient manner and patients receive high quality customer service;
31. Remain knowledgeable of support staff's roles and responsibilities, as well as all areas of practice to provide continuity of services during position vacancies; maintains work schedules for reporting staff;
32. Provides leadership, conflict resolution, motivation and promotes teamwork of employees in achieving agency goals;
33. Assists other members of the management team in developing ongoing management objectives;
34. Familiarity with, adheres to, and ensures employee manuals, job descriptions, Alluvion Health policies and procedures, manuals, OSHA, HIPAA, CLIA and Alluvion Health regulations are maintained and followed by every staff member;
35. Responsible for completing various special projects/events, which may require reviewing and analyzing information, identifying problems, recommending solutions and writing reports;
36. Performs a variety of other duties as assigned; which may include but are not limited to directing or participating in special projects and events, conducting research, representing Alluvion Health at meetings and conferences, and attending continuing education and training events.

### **Knowledge, Skills and Abilities:**

#### *Knowledge and understanding of:*

- Healthcare leadership and management principles;
- Ability to diagnose and treat conditions within the scope of family practice medicine;
- Knowledge and understanding of the principles and standards of clinical practice in family medicine;
- Thorough knowledge of health promotion and disease prevention strategies;
- Understanding of the principles of patient education and change theory;
- Ability to work as a team member, establishing and maintaining effective relationships with patients and other staff;
- Exhibits cultural sensitivity;
- Ability to identify and treat chronic and acute illnesses and conditions;
- Diagnostic, laboratory, and x-ray procedures;

- Initial emergency measures and treatments in situations such as cardiac arrest, shock, hemorrhage, convulsions, and poisonings;
- Medications and medication effects.
- Federal grant requirements and regulations pertaining to federally qualified community health centers;
- Electronic Health Records software;
- Health information technology and HIPAA/HITECH compliance;
- Medicaid and Medicare billing practices;
- Supervisory principles and practices;
- Safety procedures and practices.

*Skills in:*

- Personnel administration;
- Community involvement;
- Utilization of electronic medical records;
- The use of otoscope, stethoscope, vaginal speculum, and other equipment necessary for physical assessments;
- Performing the following routine therapeutic procedures:
  - injections;
  - debridement, suture, and care of superficial wounds;
  - debridement of minor superficial burns;
  - urinary bladder catheterization;
  - removal of foreign bodies from the external surface of the skin;
  - removal of sutures
  - removal of impacted cerumen;
  - subcutaneous local anesthesia;
  - application of physical therapy modalities;
  - incision and drainage of superficial skin infections.
- Working independently and being self-motivated while performing job requirements;
- Time management and organization;
- Policy development;
- Customer service;
- Effective written and verbal communication.

*Ability to:*

- Provide leadership;
- Establish and maintain effective community partnerships;
- Establish and maintain effective working relationships with staff, elected officials, department heads, health professionals and the public;
- Work independently and plan projects;
- Understand written and oral instructions of a technical and professional nature;
- Work within the Family Practice Physician role and recognize when to refer patients to a specialist or other health care provider;
- Recognize and triage to ER life threatening conditions or those beyond the scope of the practitioner;

- Make initial interpretation of all routine clinic functions including lab, x-ray EKG, nebulizer treatment, etc.;
- Take a complete, accurate, and detailed history and perform physical examinations including pelvic and breast exams;
- Maintain professionalism and manage conflict quickly and in a direct and respectful manner;
- Prescribe medications listed in the formulary;
- Accurately record and maintain medical records;
- Adapt to changes in the work environment;
- Manage competing demands, changes in approach or method to best fit the situation;
- Deal with frequent change, delays and or unexpected events;
- Adhere to a high degree of confidentiality and sensitivity towards the families involved;
- Maintain confidentiality and compliance with HIPAA privacy and security rules;
- Work with patients with diverse social economic and cultural backgrounds in an empathic, non-judgmental, respectful and professional manner;
- Work with people from all walks of life, such as individuals with various social and emotional histories, high risk, unemployed, disabled, and homeless, abused, and people with mental health conditions;
- Work independently with little direction but also with a team;
- Analyze and compile information;
- Pass a criminal background check;
- Observe required work hours;
- Communicate effectively orally and in writing;
- Demonstrate punctuality;
- Meet established timelines and/or deadlines;
- Observe established lines of authority;
- Identify problems that adversely affect the organization and its functions.

### **Education/Training/Qualifications:**

#### *Education/Training:*

- Graduate from an accredited medical school, licensed to practice as a physician in Montana with full prescriptive authority, current DEA, and board certified or board eligible in Family Practice; and five (5) years' experience in a clinical setting preferred.

#### *Certifications:*

- Active Montana license to practice medicine;
- Board Certification preferred;
- Valid Driver's License issued by the State of Montana.

#### *Computer:*

- Intermediate to advanced software knowledge in Excel, Access, Word, Outlook and the

ability to learn and adequately operate Alluvion Health software applications.

### **Language Skills:**

Fluent in the English language. Ability to read, analyze, and interpret the most complex documents. Ability to respond effectively to the most sensitive inquiries or complaints.

### **Physical Requirements:**

- Physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- The employee is regularly required to sit and use hands and fingers to provide care to patients and operate computer;
- Frequently is required to reach with hands and arms;
- Must occasionally lift and/or move up to 40 pounds while transporting equipment and supplies;
- Specific vision abilities required by this job include close vision and looking into monitors for extended periods of time and ability to adjust focus which permits the employee to perform computer procedures, and to produce and review a wide variety of documents, correspondence, reports and related materials in both electronic and printed form;
- Clarity of speech and hearing that permits the employee to communicate well with others;
- Mobility that permits the employee to move about in a variety of building settings; Personal mobility that permits the employee to enter, operate and exit motor vehicles and travel to other clinic sites.

### **Working Conditions:**

- Work indoors in climate-controlled environment 95% of the time.
- OSHA Exposure Category #1 (*The normal work routine involves exposure to blood, body fluids, or tissues, but exposure or potential exposure may be required as a condition of employment.*)

### **Work Hours:**

- Full-time, Exempt. Typically, a 40 - 45 hour work week. Evening and weekend hours as needed.

### **Comments:**

This description is intended to describe the essential job functions and the essential requirements for the performance of this job. It is not an exhaustive list of all duties,

responsibilities and requirements of a person so classified. Other functions may be assigned, and management retains the right to add or change the duties at any time.

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Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Immediate Supervisor

\_\_\_\_\_  
Date

\_\_\_\_\_  
Human Resources Signature

\_\_\_\_\_  
Date