POSITION DESCRIPTION

POSITION: MEDICAL DIRECTOR

RESPONSIBLE TO: Health General Manager

SALARY: DOQ/DOE Annual/Full Benefits

CLASSIFICATION: Professional/Management, Regular, Full-Time

LOCATION: Klamath Tribal Health & Family Services Wellness Center
           Chiloquin, Oregon

POSITION OBJECTIVES

The Medical Director is responsible for the coordination and oversight of the medical care and quality of services provided for the Native American population residing in the service area of the Klamath Tribes. This position will serve as a member of the Administrative Management team and will collaborate with the Health General Manager and Governing Body of the Klamath Tribes in the development of services and programs provided by Klamath Tribal Health & Family Services (KTHFS). The Medical Director will ensure proper functioning of day-to-day operations of the medical clinic, in coordination with other management staff, to provide consistent quality of care. The Medical Director will also provide direct patient care services, providing quality, compassionate and culturally sensitive care for patients of KTHFS in accordance with national medical standards of care. This will include care within the KTHFS Medical Clinic, homes, schools, clinics, alternate job sites and other community locations within the Klamath Tribes’ Service Area.

Under the direction of the Health General Manager, the Medical Director will serve as the lead clinician in charge of all aspects of medical care services. The Medical Director will monitor clinical performance to ensure medical services and operations are in compliance with all applicable regulatory and licensing agencies. As a member of the management team, the Medical Director is responsible for oversight and management of the Medical Clinic including policy development, performance objectives, program evaluation, compliance, staff oversight & evaluation, and recommendation and administration of program budgets.
MAJOR DUTIES AND RESPONSIBILITIES

PHYSICIAN DUTIES

1. Provide quality, compassionate, and culturally sensitive health care services to qualified Native Americans in the Klamath Tribes’ service area.

2. Provide a full range of outpatient services; including examination, diagnosis and treatment of both chronic and acute episodic illness and minor injuries; write prescriptions and perform office procedures within the scope of expertise, protocols and available equipment.

3. Review medical history of each patient referred to him/her.

4. Instruct and counsel patients on health care needs and goals; record patient progress.

5. Prepare, provide and deliver patient care plans to all patients.

6. Administer or order diagnostic procedures, such as x-rays, electrocardiograms, and blood work; interpret test results.

7. Proactively work with other health care professionals within and outside the medical department for coordination of care, including but not limited to nursing staff, community health, dietary and nutritional services, dental clinic, behavioral health, counselors, pharmacy and in-house and external specialists.

8. Make appropriate and timely referrals to specialty care.

9. Follow up with patients on test results and referral recommendations.

10. Respond to requests for medication refills in a timely manner.

11. Submit clinical documentation in a timely manner, as per policy.

12. Provide oversight of the delivery of medical care by clinical staff through direct supervision; serve as a mentor and manage the resolution of practice related problems with providers and staff.

13. Participate in the after-hours, on-call system. Be available for after-hours consultation when needed.
**ADMINISTRATOR DUTIES**

1. In partnership with the Health General Manager and the Governing Body of the Klamath Tribes, provide mission-driven leadership within the organization and serve as a staunch protector of Patient Rights.

2. Demonstrate commitment to and understanding of the Core Values of KTHFS, by modeling service excellence in all internal and external relationships, addressing service excellence deficits with staff, and in the performance of all duties and responsibilities of this position.

3. Advise the Health General Manager, Health Advisory Committee and Tribal Council on Medical Department matters; including decisions, program planning and policies affecting the health care of patients; may delegate as appropriate.

4. Collaborate and actively participate in health planning activities and organizational development to improve KTHFS services.

5. Collaborate with other Klamath Tribal Health & Family Services programs to identify patient needs and develop or adjust program services to meet those needs when possible.

6. Annually evaluate and update the Medical Clinic “scope of work” to ensure that KTHFS is meeting 638 contract obligations.

7. Recommend and administer all Medical Department budgets; including grant funded programs.

8. Perform program financial and outcome analysis for program improvement.

9. Strive to increase third party revenue through program planning and management while optimizing benefit to patient.

10. Develop and implement and enforce written tribal and clinical policies, procedures and protocols based on clinical best practices and guidelines.

11. Responsible for supervision of Medical Department Staff; including setting performance criteria and monitoring the day to day performance of the Medical Department Staff.

12. Set a positive, encouraging and professional environment within the medical practice.

13. Verify that all health care providers develop and implement patient care plans; instruct and counsel patients on health care needs and goals; and record patient progress.
14. The Medical Director is responsible for ensuring that all patient related documentation by Medical Clinic providers and staff is completed accurately as per policy.

15. Review Nurse Practitioner’s and other “physician extenders” clinical documentation in patient records following applicable federal and state regulations.

16. Serve as coordinator for Medical Clinic Personal or Professional Service Contracts and grants, and conduct annual evaluations of such; delegate when appropriate.

17. Responsible for regular review of provider documentation.

18. Participate in clinical consultations and provide medical expertise and guidance as appropriate.

19. Responsible for adequately addressing in a timely manner, all patient care concerns, issues, and obstacles that may arise; including those reported under established patient complaint procedures; may delegate as appropriate.

20. Oversee all clinical management activities including the establishment and achievement of provider productivity benchmarks. Promote provider support for diagnostic and E&M coding accuracy.

21. Educate staff on rationale and need for adherence to policies including the Quality Improvement Program and HIPAA regulations.

22. Serve as the Electronic Health Record (EHR) Physician Liaison and provide recommendations, direction, and support to the EHR Committee. The Medical Director will work in partnership with the EHR Committee to develop, implement, and maintain policies, procedures, and EHR workflows.

23. Develop and implement a systematic program of Peer Review in accordance with current accreditation standards of the AAAHC. The results of such a program will be communicated regularly to the Health General Manager and Governing Body.

24. Actively participate in AAAHC accreditation readiness activities and provide leadership and guidance in accreditation compliance.

25. Actively participate in quality improvement activities, including working with the Quality Assurance Director in carrying out activities of the Quality Improvement Committee.

26. Actively participate in risk management activities to include adverse incident reporting; adhere to the KTHFS safety management plan, corporate compliance plan, emergency preparedness plan.
27. Direct and/or lead medical department staff meetings, at least once per month.

28. Serve as active member of the Purchased/Referred Care Resource Committee, Quality Improvement Committee, Case Management Committee, Pharmacy and Therapeutics Committee, Credentialing & Privileging Committee, Management Team, and/or other committees as needed or directed; may delegate when appropriate.

29. Administrate and supervise handling of all external audits. Ensure that all audits are responded to in a timely manner. Ensure that findings are responded to and resolved appropriately.

30. Be involved in tribal and non-tribal community events that support the mission and vision of KTHFS.

31. Network with local community health care providers to improve community relations and expand awareness. Participate in local medical communities and educational events.

32. Participate in clinical and regulatory training and activities.

33. During a public health emergency, the Medical Director may be required to perform duties similar to but not limited to those in his/her job description.

34. Provide and support the affiliated medical and nursing student programs assist the Lead Clinic Nurse with coordination and training of students, as needed.

35. The incumbent will be called upon to accomplish other tasks within their scope of work.

36. Occasional travel required.

SUPERVISORY CONTROLS

Work is performed under the general direction of the Health General Manager. The Medical Director performs duties following established medical and Tribal policy. Unusual, new, or complex assignments that require deviation from past experience or precedents are discussed with supervisor.

This position requires consistent, sound judgment and the ability to work independently with minimal supervision. The incumbent exercises judgment based on training, protocol and licensing limitations. Employee exercises initiative in researching answers and solving problems based upon previous training, experience and instructions.
KNOWLEDGE, SKILLS, ABILITIES

- Must be self-motivated.
- Knowledge of medical clinic policies and protocol; ability to coordinate clinical activities.
- Knowledge of and the ability to interpret current AAAHC accreditation standards.
- Knowledge of sanitation, nutrition, epidemiology and communicable disease control.
- Knowledge of immunization recommendation and protocols.
- Demonstrated compassion and leadership skills; ability to successfully coach/mentor/train subordinates for sustained performance improvement.
- Ability to communicate effectively both verbally and in writing.
- Ability to communicate positively with individuals at all levels of the organization—including peers, co-workers, patients, and tribal community at large. Good listening skills are also a must.
- Computer literacy skills. Knowledge and use of Microsoft applications including word processing, spreadsheet and presentation programs.
- Knowledge of or experience with electronic health records.
- Ability to prioritize and work well under pressure.
- Ability to complete timely clinical documentation and perform required follow-up.
- Ability to determine medical priorities for patient care during face to face encounters or through telephone triage.
- Ability to maintain strict confidentiality of medical records and adhere to the standards for health record-keeping, HIPAA and Privacy Act requirements.

QUALIFICATIONS, EXPERIENCE, EDUCATION

Minimum Qualifications:

- Current State License as a Medical Doctor, REQUIRED. Must submit copy of licensure with application. Must obtain Oregon license within three months of hire.
• Current DEA registration, REQUIRED. Must submit copy of registration with application. Must transfer registration to current facility upon hire.

• Advanced Cardiovascular Life Support (ACLS) certification, REQUIRED. Must submit a copy of certification with application.

• Basic Life Support (BLS) certification, REQUIRED. Must submit a copy of certification with application.

• Must not be excluded from providing Federal health care benefits including Medicare and Medicaid as per the Federal OIG and GSA exclusion lists; and free from any conflict of interest in administering or delivering Medicare or Medicaid benefits, REQUIRED.

• Two (2) years physician practice experience (beyond residency training) working in a clinic setting, REQUIRED.

• At least 1 year applicable administrative management AND clinical supervisory experience REQUIRED.

• Must have current or be willing to submit to a TB PPD and Hepatitis B vaccine upon hire.

• Must submit to and clear an alcohol/drug screen and random testing as per policy.

• Must submit to a background and character investigation, as per Tribal Policy.

• Indian Preference will apply, as per policy. Must submit documentation with application to qualify for Indian Preference.

Preferred Qualifications:

• Board Certification

• Five (5) years’ physician practice experience (beyond residency training) working in a clinic setting.

• Three (3) years applicable administrative management.

• Three (3) years applicable clinical supervision beyond residency.

• Flexible work schedule is strongly preferred.

• Positive working experience with Native Americans in a related field will be given preference.
ACKNOWLEDGEMENT

This position description is intended to provide an overview of the requirements of the position. It is not necessarily inclusive and the job may require other essential and/or non-essential functions, tasks, duties, or responsibilities not listed herein. Management reserves the sole right to add, modify, or exclude any essential or non-essential requirement at any time with or without notice. Nothing in this job description, or by the completion of any requirement of the job by the employee, is intended to create a contract of employment of any type.

APPLICATION PROCEDURE

Submit an INDIAN HEALTH SERVICE Application for Medical Staff Appointment and/or Privileges with all requirements and supporting documentation to:

Klamath Tribal Health & Family Services
ATTN: Human Resource
3949 South 6th Street
Klamath Falls, OR 97603

IT IS THE RESPONSIBILITY OF THE APPLICANT TO PROVIDE SUFFICIENT INFORMATION TO PROVE QUALIFICATIONS FOR TRIBAL POSITIONS.

Please Note: If requirements are not met, i.e., submission of a resume in lieu of a tribal application or not including a required certification, your application will not be reviewed and will be disqualified.

Indian Preference will apply. In accordance with Klamath Tribal policy, priority in selection will be given to qualified applicants who present proof of eligibility for “Indian Preference”.

Applications will not be returned.