



Klamath Tribal Health & Family Services

3949 South 6th Street
Klamath Falls, OR 97603

Phone: (541) 882-1487 or 1-800-552-6290

HR Fax: (541) 273-4564

OPEN: 08/31/2020
OPEN UNTIL FILLED

EXEMPT X
NON-EXEMPT

POSITION DESCRIPTION

POSITION: CHIEF MEDICAL OFFICER (CMO)

RESPONSIBLE TO: Health General Manager

SALARY: GS-22 \$219,024 - \$288,009 Annual/Full-Time
GS-23 \$248,061 - \$326,199 Annual/Full-Time
GS-24 Only for employees with 10+ years of Service
Rendered with Klamath Tribes

CLASSIFICATION: Professional/Management, Regular, Full-Time

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

BACKGROUND: P.L. 101-630 Level

POSITION OBJECTIVES

The Chief Medical Officer (CMO) is responsible for helping to set strategic vision and overall direction for clinical systems in collaboration with senior leadership and lead primary care provider. The CMO will be part of the senior leadership team. The CMO will act in direct support of all directors, medical and behavioral professionals in order to ensure Klamath Tribal Health & Family Services (KTHFS) promotes health services with an orientation not only to whole person care, but to population and community (public) health as well.

Key responsibilities for the CMO position will include helping to promote a system of high quality health care delivery and helping to identify and manage key external partnerships that aid the organization in meeting its mission and vision. The CMO will act as champion for clinical improvement and innovation as it relates to quality improvement, quality assurance, compliance, accreditation, and patient safety. Finally, the CMO will lead through example and aid in fostering a positive culture that operates under the premise that people want to succeed and that inquiry and coaching are keys to work place happiness, satisfaction, and maximizing work force achievement. CMO will work to build clinical teams and ensure infrastructure is in

place to support current and future growth. CMO will see patients and will bring consultation to the primary care provider team to ensure patients are well managed by the primary care provider staff.

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. Deliver and direct patient care within the scope of privileges approved by the KTHFS; including examination, diagnosis and treatment of both chronic and acute episodic illness and minor injuries; prescribe appropriate medication as needed, and perform office procedures within the scope of expertise, protocols and available equipment.
3. Review medical history of each referred patient. Obtain complete and accurate information to determine an appropriate care plan.
4. Counsel and instruct patients on health care needs and goals to facilitate the patients capacity for self-care and a move toward a healthcare partnership between the Integrated Care Team, patient, and their family; record patient progress.
5. Evaluate suicidal individuals or individuals in crisis and manage their safe deposition.
6. Work in coordination with the Integrated Care Team and other health care providers to develop and deliver patient care plans to all patients.
7. Administer or order diagnostic procedures, such as x-rays, electrocardiograms, and blood work; interpret test results.
8. Lead the Integrated Care Team members to provide optimal services for patients.
9. Meet productivity and clinical best practice standards.
10. 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. Assist health care providers by answering questions regarding patient care.
11. Make appropriate and timely referrals to specialty care. Submit referral request and work with RN Case Managers on referrals that require prior authorization.

12. Follow up with patients on test results and referral recommendations.
13. Respond to requests for medication refills in a timely manner.
14. Adhere to KTHFS clinical documentation and medical records guidelines. Complete all documentation within the establish timeline.
15. Ensure that verbal and written instructions are clear and concise. Utilizes the electronic health record in order to obtain patient information, place orders and to task RN Case Manager and Medical Assistant.
16. Provide and receive feedback on quality of care being delivered to ensure accreditation, best practice, and other regulatory standards are met.
17. Take responsibility for all work activities and personal actions by following through on commitments.
18. Be available for after-hours consultation when needed.

CLINICAL LEADERSHIP DUTIES

1. In partnership with the senior leadership and directors, provide mission-driven leadership within the organization and serve as a 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 senior leadership and directors helping to set direction in the areas of clinical quality, population health, quality improvement, quality assurance, compliance, patient safety, accreditation, and strategic partnerships in the community. This will include aiding in policy matters and partnerships at both the state and federal level as they relate to clinical care and reimbursement. This will include collaborating to improve public health.
4. 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.
5. Set a positive, encouraging and professional environment within the medical clinic. Consistently demonstrating high effective communication skills that optimize working relationships and build strong, performance integrated care teams.
6. Ensure clinical policies, procedures and protocols are based on clinical best practices and guidelines. Assure best practices are implemented throughout the clinic. Follow up to ensure new systems or processes have been adapted in the clinic.

7. 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. Coordinates and works with team members to ensure efficient and effective patient flow through the clinic.
8. Responsible for the development and monitoring of the Medical Clinic annual operating budget; may delegate as appropriate.
9. Serve as coordinator for Professional Service Contracts and grants, and conduct annual reviews of such; delegate when appropriate.
10. Administrate and supervise handling of all external audits; ensure that all audits are responded to in a timely manner. Ensure that all findings are responded to and resolved appropriately.
11. Responsible for the leadership and oversight of clinical aspects of all service lines and service line directors, as per chain of command; including setting performance criteria and monitoring service line performance. The Lead PCP will initiate the Performance Evaluation for providers and CMO will help to assess progress and efficacy of meeting service line goals and targets.
12. Oversee all clinical service lines, including the establishment and achievement of service line benchmarks. Work in partnership with the administrative team and directors to achieve service line goals and benchmarks.
13. Participate in clinical consultations and provide medical expertise and guidance as appropriate.
14. 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.
15. Demonstrates knowledge of effective conflict resolution skills, group motivation and team-building skills.
16. In partnership with the Lead PCP, lead the monthly provider peer meetings. s
17. Help support service line directors in their oversight of regular review of provider documentation; including Chart Review and Peer Review. Ensure all patient related documentation follows applicable federal and state regulations, and is completed accurately using appropriate diagnostic and E&M coding.

18. Develop and implement a systematic program for Peer Review in accordance with current accreditation standards of the AAAHC. The results of this program will be communicated regularly to the Health General Manager and Governing Body.
19. Participate in various KTHFS Committees and attend Medical Clinic meetings. Chair QA/QI Committee, Data Committee, etc.
20. Direct and/or lead clinical service line meetings, at least once per month in partnership with administrative staff.
21. Lead and oversee the creation of clinical pathways, guidelines, protocols, and procedures to ensure aligned with best practice and regulatory bodies.
22. Actively participate in quality improvement activities, to address clinic wide quality, process, and/ or clinical quality and safety issues to include working with the Quality Assurance/Quality Improvement team in carrying out these activities.
23. Actively participate in risk management activities to include adverse incident reporting; adhere to the KTHFS safety management plan, corporate compliance plan, emergency preparedness plans.
24. Participate in clinical and regulatory training and activities.
25. Network with local community health care providers to improve community relations and expand awareness. Participate in local medical communities and educational events.
26. During a public health emergency, the CMO may be required to perform duties similar to but not limited to those in this job description.
27. Be involved in tribal and non-tribal community events that support the mission and vision of KTHFS.
28. The incumbent will be called upon to accomplish other tasks within their scope of work.

SUPERVISORY CONTROLS

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

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

Knowledge and experience with EHR has and how best to use them in support of enhancing patient care and safety while limiting provider fatigue and burn out.

Knowledge of population health and how to leverage health outcomes to promote high quality health care

Knowledge of public and community health, and how both public and community health principles contribute to population health in the primary care setting.

Knowledge of general Quality Improvement, Quality Assurance, Compliance and Patient Safety processes.

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 necessary.

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: *Failure to comply with minimum position requirements may result in termination of employment.*

- **REQUIRED** to possess a current State License as a Doctor of Medicine (MD) or Doctor of Osteopathic Medicine (DO). *(For out of state applicants; Oregon Licensure required within 90 days of hire. Must submit copy of Licensure with application.)*
- **REQUIRED** to possess a current DEA registration. Must transfer registration to current facility upon hire. *(Must submit copy of registration with application.)*
- **REQUIRED** to acquire and maintain ACLS certification within 180 days of hire; strongly recommend certification within 90 days of hire, probationary period will be extended for a maximum of 180 days pending certification.
- **REQUIRED** to be free from exclusion from providing Federal health care benefits including Medicare and Medicaid as per the Federal OIG and GSA exclusion lists.
- **REQUIRED** to have at least four (4) years of leadership experience in health care systems
- **REQUIRED** to be residency trained, board certified or have at least three (3) years primary practice experience in a family practice or similar primary care clinic setting.
- **REQUIRED** to have at least three (3) years physician practice experience (beyond residency training, board certification, or equivalent experience) working in a clinic setting.
- **REQUIRED** to have at least two (2) year applicable administrative management AND clinical supervisory experience.
- **REQUIRED** to submit to annual TB skin testing and adhere to KTHFS staff immunization policy in accordance with the Centers for Disease Control immunization recommendations for healthcare workers.
- **REQUIRED** to submit to and clear an alcohol/drug screen and random testing as per policy.

- **REQUIRED** to submit to a background and character investigation, as per Tribal policy. Following hire must immediately report to Human Resource any citation, arrest, conviction for a misdemeanor or felony crime.
- **REQUIRED** to accept the responsibility of a **mandatory reporter** of abuse and neglect of infants and children, people who are elderly or dependent, individuals with mental illness or developmental disabilities or residents of nursing homes and other health care facilities. This includes reporting any evidence of physical injury, neglect, sexual or emotional abuse or financial exploitation.

Preferred Qualifications:

- Five (5) years' physician practice experience (beyond residency training, board certification, or equivalent experience) working in a clinic setting is preferred.
- Five (5) years applicable administrative management is preferred.
- Five (5) years applicable clinical supervision beyond residency is preferred.
- Flexible work schedule is strongly preferred.
- Positive working experience with Native Americans in a related field will be given preference.

Indian Preference:

- Indian and Tribal Preference will apply, as per policy. (*Must submit tribal documentation with application to qualify for Indian 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.