



# Klamath Tribal Health & Family Services

3949 South 6<sup>th</sup> Street  
Klamath Falls, OR 97603

Phone: (541) 882-1487 or 1-800-552-6290  
HR Fax: (541) 273-4564

Open:09-22-23  
Open until closed

EXEMPT  X   
NON-EXEMPT      

## POSITION DESCRIPTION

**POSITION:** **PHYSICIAN/MEDICAL DIRECTOR**

**RESPONSIBLE TO:** Chief Medical Officer

**SALARY:** Step Range: 75 \$245,603-82 \$302,060; Full Benefits

**CLASSIFICATION:** Professional/Management, Regular, Full-Time

**LOCATION:** Klamath Tribal Health & Family Services  
Wellness Center, Chiloquin, Oregon & 6000  
New Way Clinic, Klamath Falls, Oregon

**BACKGROUND:** P.L. 101-630 Level

## POSITION OBJECTIVES

The Physician 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 and Provider Team; and will collaborate with the Chief Medical Officer (CMO) of the Klamath Tribes in the supervision of primary care teams providing services at Klamath Tribal Health & Family Services (KTHFS). The Physician Medical Director will ensure proper functioning of day-to-day clinical operations of the Medical Clinic, in coordination with CMO to provide consistent quality of care. The Physician Medical Director will be responsible for oversight of the primary care work done by providers to ensure quality, safety and standards are adhered to. Will also be responsible for peer review, productivity standards, holding staff accountable to consistently following clinic protocols/processes (to include participating in the development of needed protocols/processes for primary care). Responsible for mentoring, coaching, training providers. 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. Serve on Committees as requested.

## **MAJOR DUTIES AND RESPONSIBILITIES**

### **PROVIDER 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 CMO 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 the CMO and HGM on Medical Department matters; this will include patient communication on all clinical quality improvement, patient satisfaction and other clinical projects as well as patient and clinic needs.
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. Propose changes and improvements that will build effective working relationships, improve performance and services.
9. Assist medical clinic leadership in evaluating population-base care outcomes and barriers to care.
10. Responsible for the supervision of Medical Providers as per chain of command; including setting performance criteria and monitoring the day to day performance. The Physician Medical Director will initiate the Performance Evaluation and will input clinical feedback, based upon chart review, patient satisfaction, productivity and other relevant data measures.
11. Lead and coach on improvement to systems and process designs to support optimization of delivery of quality care.
12. Mentor Integrated Care Teams on approaches, techniques, and strategies to optimize patient relationships.
13. Oversee all clinical management activities, including the establishment and achievement of provider productivity benchmarks. Work in partnership with the Chief Medical Officer to implement all clinical management activities.
14. 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.
15. Participate in clinical consultations and provide medical expertise and guidance as appropriate.
16. 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.
17. Demonstrates knowledge of effective conflict resolution skills, group motivation and team- building skills.
18. In partnership with the CMO, lead the monthly provider peer meetings.
19. Responsible for 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.
20. Follow and improve the 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 HGM, CMO, Office Manager, and Governing Body.

21. Participate in various KTHFS Committees and attend Medical Clinic meetings as assigned.
22. Participate in strategic planning efforts to identify appropriate clinical and process improvement goals.
23. Lead and oversee the creation of clinical pathways, guidelines, protocols, and procedures to ensure aligned with best practice and regulatory bodies.
24. 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.
25. Actively participate in risk management activities to include adverse incident reporting; adhere to the KTHFS safety management plan, corporate compliance plan, emergency preparedness plan.
26. Provide and support the affiliated medical and nursing student programs assist the Nurse Supervisor with coordination and training of students, as needed.
27. Participate in clinical and regulatory training and activities.
28. 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.
29. Be involved in tribal and non-tribal community events that support the mission and vision of KTHFS.
30. 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 Chief Medical Officer. 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 and 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**

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 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 one (1) 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 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** in accordance with the Klamath Tribes Juvenile Ordinance Title 2, Chapter 15.64 and General Council Resolution #2005 003, all Tribal staff are considered mandatory reporters.

**Preferred Qualifications:**

- Five (5) years' primary practice experience working in a clinic setting is preferred.
- Three (3) years applicable administrative management is preferred.
- Three (3) years applicable clinical supervision 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 a Klamath Tribal Health & Family Services ***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 6<sup>th</sup> Street**  
**Klamath Falls, OR 97603**  
[jobs@klm.portland.ihs.gov](mailto:jobs@klm.portland.ihs.gov)

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.