Medical Director – Internal Medicine

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Position Summary

The Medical Director will partner with primary care leadership to lead the administrative and clinical operations of the practice to ensure quality of care, patient safety, patient, provider and employee satisfaction and efficient use of resources. The Medical Director is responsible for addressing the needs of the clinicians and staff in their areas of oversight, while aligning individual efforts with the mission, vision, values, strategic goals, and organizational aims of Southern Maine Health Care (SMHC).

The Medical Director will work with the nurse practitioners, physician assistants, physicians, provider leaders, care teams, and management to ensure highest quality, timely access to care for adults in the communities served by SMHC.

Required Minimum Knowledge, Skills, and Abilities (KSAs)

- MD/DO degree required
- Minimum of two years’ experience in medical leadership preferred.
- Completion of leadership training is required.
- Strong organizational, collaboration, and time management skills required.

- Time Commitment
  - 0.25 FTE (10 hours per week)
  - 3 Year Appointment

Essential Functions

- Supervises Associate Directors.
- Ensure representation of Primary Care to MH committees and workgroups as prioritized with Sr. Medical Director.
- Completion of leadership training is required.
- Responsible for oversight of teaching, research, and grants implemented within primary care.
- Provides clinical operations oversight of the practice and associated satellite practices working collaboratively
with administrative leadership.

- Communicates, implements, and monitors best practice initiatives in alignment with organizational goals, objectives, and Annual Implementation Plan (AIP).
- Responsible for the continued transformation to the Quadruple Aim: Patients, People, Population, Value.
- Accountable for the development, implementation, and success of the quality, safety and financial performance of the center.
- Responsible for the performance and behavior of individual providers in areas of oversight.

**Primary Responsibilities:**

- Works closely with the administrative leader, and Associate Directors to ensure the day-to-day function and performance of all areas of oversight.
- Works with the administrative leader and Associate Directors on provider scheduling, and coordinates office based schedules in all areas of oversight with call schedules and after hours’ coverage.
- Accountable for the quality and safety as well as productivity and operational efficiency in areas of oversight.
- Facilitates and supports innovation to find faster, more cost effective, less complicated ways of solving problems.
- With input from the Associate Directors and managers, develops and reviews annual performance evaluations with all providers in areas of oversight.
- Leverages LEAN methodology and microsystem models to standardize work flow across areas of oversight.
- Participates in the development and implementation of organizational policies and procedures and ensures that clinical work is in compliance with laws and regulations.
- Works with the administrative leader, Associate Directors, and SMHC risk manager to address patient complaints and safety events.

**Other Skills**

- Communication: Is both an effective listener and presenter of ideas. Is as interested in the ideas of others as they are in their own.
- Decision Making: Able to make decisions within the scope of the position and can anticipate ramifications. Is clear with those impacted by the decision how it is going to be made. Makes decisions based on appropriate data, in a timely fashion and communicates effectively with those impacted by the decision.
- Dealing with conflict: Is skilled at surfacing and sharpening the issues in a conflict situation and adept at resolving conflicts while tending to the needs of those involved whenever possible.
- Openness: Is appropriately transparent with others and shares information and reactions in ways that s/he wants to grow these skills in others. Also demonstrates and openness to ideas that differ from their own and encourages their expression.
- Professionalism: Models professional behavior in both clinical practice and administrative responsibilities. Demonstrates caring, respectful and compassionate attitude towards all people, and takes responsibility for personal growth.

**May perform other duties as assigned.**
Values in Action

**Patient Centered**

- Act with compassion and kindness.
- Listen actively and validate concerns; focus on the individual’s needs.
- Communicate effectively with patients and families.
- Treat everyone with respect and courtesy; acknowledge cultural differences.
- Be empowered to advocate and speak up for patient and client safety.
- Partner with patients, families and care teams to develop a shared plan.

**Respect**

- Recognize all patients, visitors and co-workers as valued members of the healthcare team.
- Listen actively and respond thoughtfully.
- Treat others as you would want to be treated.
- Embrace diversity, acknowledging each person’s uniqueness.
- Be empathetic, compassionate and kind.
- Foster a professional and healing atmosphere.

**Integrity**

- Demonstrate professionalism at all times, regardless of the behavior of others.
- Maintain confidentiality and respect the privacy of all.
- Develop and maintain a culture of trust and accountability.
- Act with honesty and transparency at all levels of the organization.
- Model behavior that is consistently honest and ethical.
- Acknowledge mistakes as opportunities to learn and grow.

**Excellence**

- Consistently seek improvements in processes and performance.
- Set high standards.
- Strive to exceed expectations with every interaction.
- Lead by example.
- Work collaboratively as a team.
- Pursue opportunities to learn and grow personally and professionally.

**Ownership**

- Follow up and follow through.
- Look beyond our individual roles to do what is necessary to get the job done successfully.
- Take responsibility for our actions and our collective outcomes.
- Approach challenges with optimism.
- Represent our organization in a positive light.
Promote an accountable, fair and supportive environment.

**Innovation**

- Welcome change with a positive attitude.
- Inspire others and foster creativity.
- Be courageous.
- Encourage diverse perspectives.
- Invest in people, technology and research.
- Commit to lifelong learning and educating.

**Leadership Competencies**

**Leading Change in a Complex Environment**

- Seeks new ways of doing things and embraces creativity.
- Initiates and inspires the organization /unit to accomplish goals set by the AIP
- Coaches team through changes and responds to change with flexibility and adaptability
- Acts as a model for change and uses rewards and positive reinforcement to ensure goals of change are achieved

**Demonstrating Trust & Respect**

- Communicates directly, truthfully, and respectfully with all team members and colleagues
- Responds to diverse cultural and linguistic needs of team members
- Keeps confidences and is widely trusted
- Is responsible for own actions and inactions; admits mistakes; encourages a blame free environment

**Demonstrating Team Focus**

- Encourages team work and works collaboratively across the organization
- Uses continuous process improvement techniques with the team to seek ever-higher levels of productivity, efficiency and delivery of high-quality work
- Builds and maintains productive relationships by putting team at the center of their attention
- Consciously contributes to a culture of engagement

**Making and Implementing Decisions**

- Makes and implements decisions in a timely manner
- Welcomes frank and honest discussion of issues and provides a safe environment to do so
- Uses critical thinking skills, input from stakeholders, and appropriate data to make decisions
- Communicates decisions and information to all who need to know

**Managing Performance**
Holds self and team members accountable to high standards of performance and compliance with policies and regulations, by providing timely, candid and specific performance feedback

Establishes performance goals with employees and coaches employees to accomplish them

Addresses issues of non-performance effectively, leveraging assistance from Human Resources as needed

Rewards positive performance and celebrates accomplishments

Managing Resources

Manages expenses
Optimizes staffing to meet customer and organization needs
Implements effective financial controls
Actively seeks out ways to improve retention of team members

Functional Demands

Schedule/shift/coverage as needed to meet departmental expectations/practices

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Overall Physical Demand Rating:
- Light - Exerting up to 20lbs of forces occasionally or 10lbs of force frequently

Care Provider:
- Direct - Hands-on patient care

Patient Handling:
- Patients less than 10 years of age: C
- Patients over 10 years of age: C

Exertion:
- Lift/Carry less than 10lbs: C
- Lift/Carry 10-25lbs: F
- Lift/Carry 25-50lbs: F
- Lift/Carry 50-100lbs: O
- Push/Pull (other than patient handling) less than 10lbs of force: C
- Push/Pull (other than patient handling) 10-25lbs of force: F
- Push/Pull (other than patient handling) 25-50lbs of force: F
- Push/Pull (other than patient handling) 50-100lbs of force: O

Positions/Postures/Mobility:
- Sitting: F
- Standing: C
- Walking: C
- Running/Emergency Response: O
- Reaching above shoulders: F
- Reaching below knee level: F
- Kneel/crawl: O
- Work Overhead: O
- Grasp with hand: C
- Pinch with fingers: C
- Unsupported upper extremity: C
- Keyboarding: F
- Mousing: F
- Writing: F

- Potential Exposures within the Work Environment:
  - Blood-borne pathogens
  - Slippery surfaces
  - Working around/near chemicals in controlled environment (refer to departmental Safety Data Sheets)

- Cognitive/Sensory:
  - See
  - Hear
  - Make critical decisions
  - Perform in fast paced environment
  - Speak
  - Work at a set pace/rate
  - Remember accurately
  - Work under deadlines
  - Perform multiple tasks
  - Work independently
  - Understand verbal instructions
  - Understand written instructions

- Overall Rating:
  - Exemplary
  - Exceeds Expectations
  - Successfully Achieves
  - Partially Achieves
  - Requires Development