



JOB DESCRIPTION

Title:	Deputy Chief Medical Officer (DCMO)	Classification:	Exempt
Reports to:	Chief Medical Officer	Date last revised:	10/2022
Supervises:	Clinical Providers (i.e., physicians, nurse practitioners.)		

Summary

Under the supervision of the Chief Medical Officer (CMO), the Deputy Chief Medical Officer (DCMO) shares responsibility for the day-to-day supervision and oversight of clinical services, as well as providing direct patient care. Working as a collaborative partner with the Chief Medical Officer, the DCMO provides real-time analysis and recommendations for improvement in clinical operations across multiple levels. In addition, the position will work closely with ELT leadership and Local Management Team (LMT) at all health center sites to provide both high quality and efficient health care. The DCMO may be called upon to represent IHC externally as well. The DCMO will demonstrate a commitment to and understanding of IHC mission, and commitment to service excellence standards in the performance of all duties and responsibilities.

SPECIFIC DUTIES AND RESPONSIBILITIES UNDER DIRECTION OF THE CHIEF MEDICAL OFFICER

1. **Clinical**

- Provides direct patient care to patients, with emphasis on the Patient Centered Medical Home model of healthcare delivery per specialty, including adults, children, and infants.
- Leads and facilitates implementation of patient centered medical home protocols in clinical practice.
- Assesses and manages acute and chronic medical conditions.
- Performs preventive health maintenance items including but not limited to cancer screening and immunizations.
- Educates patients and family members in health promotion, disease prevention and birth control methods as appropriate.
- Assists in preparation and selection of patient education materials.
- Provides preliminary telephone consultation to patients, when needed. Leads staff in contacting patients for follow-up care as needed depending upon medical necessity or as part of clinic quality improvement projects i.e. PDSA.

- Helps coordinate efficient flow of patients through the system of care.
- Coordinates with behavioral health and dental clinicians as appropriate
- Helps monitor status and quality of referrals placed by clinicians at IHC.
- Provides supervision of the clinical staff including serving as a collaborative physician for IHC nurse practitioners as assigned by CMO; This collaborative role includes giving practical guidance to providers and signing off reviewed charts according to state requirements and IHC policies/procedures.

2. Administrative

- Collaborates with Practice Managers to ensure adequate provider staffing is available for all clinical sessions and works with CMO in anticipation of future shortfalls. Addresses site provider needs and assists in Provider Staffing Plan, provider scheduling, as appropriate with emphasis on provider productivity.
- Helps onboard, trains, coaches, supervises, and disciplines providers under direct supervision, in coordination with the CMO.
- Works with IHC HR department and ELT, LMT in recruiting, screening and hiring of new providers, as directed by the Chief Medical Officer.
- Monitors providers' productivity and ensures provision of high quality of services including client satisfaction.
- Responsible for monitoring and coaching providers to meet Quality Measure targets and goals.
- Responsible for the implementation, monitoring, and improvement of IHC Incentive programs.
- Participates in the Credentialing and Peer Review Committee and process.
- Participates in Quality Assurance, peer review, and maintains confidentiality.
- Participates in Quality improvement committee, performs chart reviews, and implements process improvement programs both system wide and department wide.
- Leads department specific meetings and administrative tasks as assigned by CMO.
- Participates or collaborates with marketing and other health education staff on education and patient recruitment health fairs.
- Maintains current knowledge-base and appropriate licensure and board certification.
- Responsible for meeting productivity goals for all providers and self.
- Assists in the development of strategic initiatives for the department and IHC.

- Coordinates with Chief Operating Officer (COO) on any issues or needs to improve operational flows.
- In partnership with the CMO, designs, implements, and re-evaluates ongoing medical/clinical protocols to be followed in the health center practice areas.
- Writes and delivers Annual Performance Appraisals. CMO will review and provide input.
- Suggests and participates in in-services and other trainings for clinical staff and is a super user for eCW electronic health record.
- Performs miscellaneous job-related duties as assigned by the CMO.

3. **Compliance:** Ensures services provided comply with regulatory agency requirements, contractual obligations, and funding sources.

- Performs/supervises functions, duties, and services in compliance with regulatory agencies, contractual obligation.
- Monitors and ensures compliance with clinical evidence-based guidelines for General Medicine, Women's Health, Pediatrics, Adolescent Medicine, Family Medicine, and other specialty care provided by IHC providers.
- Under the direction of the CMO , participates in the IHC Clinical Risk Management program to reduce the risk of adverse events and outcomes that could result in harm to patients, medical malpractice or other health or health-related litigation; reviews and updates risk management policies and operating procedures, as needed. Participates in developing and implementing safety programs for clinical and patient care environment. Responsible for the management and processing of FTCA claims-related activities and serves as the claims point of contact along with IHC Chief Compliance Officer (CCO).
- Participates in the review, revision, and implementation of policies and procedures to ensure medical practices are in full compliance with regulatory requirements.
- Oversees the maintenance of records/documents in accordance with clinic policies and procedures, contractual obligations, regulations, and funding sources.
- Monitors strict adherence to: universal infection precautions as established by the Center for Disease Control and Prevention; Occupational Safety and Health Administration and clinic standards.

4. **Communication**

- Creates and maintains effective interpersonal relationships with all employees; keeps employees informed of changes which may affect the work environment.

- Communicates effectively with all levels of staff throughout the clinic by consistently utilizing and facilitating effective strategies to encourage collaborative problem solving and decision making.
- Trouble shoots difficult problems or situations and takes independent action to resolve them.
- Through teamwork and accountability exhibits behaviors and attitudes of courtesy and respect for all staff at the clinic in accordance with its mission and values.
- Establishes and maintains effective and positive working relationships with representative of outside agencies, government entities, vendors, as well as other clinical staff, volunteers, and staff; represents the clinic site when appropriate.
- Ensures patient confidentiality and demonstrates complete discretion when discussing patient information.

Minimum Qualifications:

These are general guidelines based on the minimum experience normally considered essential to the satisfactory performance of this job. Individual abilities may result in some deviation from these guidelines. To perform effectively in this position, the candidate must have:

- A valid and unrestricted Indiana Medical Board MD or DO license.
- Board certification in Family Medicine, Internal Medicine, Pediatrics, is strongly preferred.
- Current DEA registration (all schedules) and a minimum of a BLS certificate.
- Competency in providing evaluation and treatment in ambulatory care.
- Exhibits a high level of professionalism.
- Experience in Federally Qualified Health Centers and/or an NCQA recognized Patient Centered Medical Home is preferred.
- Working knowledge of state of the art medical scientific and treatment methods in area of specialty.
- Understanding of current medical, educational, and psychosocial intervention procedures.
- Ability to perform clinical duties within established guidelines in an organized, efficient manner.
- Ability to relate and communicate well to all cultural and ethnic groups in the community including fluency in written and spoken English. Bilingual skills in written and spoken Spanish are preferred.

- Ability to complete and maintain records in accordance with procedures utilizing an electronic health record system.
- General computer skills in Microsoft Office programs (Word, Excel, etc.) and electronic health record management.

Physical demands and work environment

Work is considered non-strenuous and is primarily sedentary with some walking, standing, and carrying of light objects. Must be able to operate general office equipment, including computers, telephone, etc. The work environment is low risk with adequate lighting, ventilation and heat where normal precautions must be observed. Some travel may be required to visit clinic sites.