



Hui Mālama Ola Nā 'Ōiwi

Hawai 'i Island Health Care System

Position Description

Medical Director

I. Summary of Duties

The Medical Director is responsible for the delivery of patient care, clinical outcomes, and the implementation, as well as oversight, of the quality assessment and performance improvement program. This position shall serve as a consultant and resource to the Medical Providers, Advanced Nurse Practitioner, other providers, and to oversee the clinical staff of the organization and act under the authority delegated to him/her by the Executive Director.

This position may require working and be available during weeknights and weekends without notice, and inter-island and mainland travel to participate in related training and development programs benefiting the services of the organization.

II. Major Duties and Responsibilities

1. Supervises all medical related program services, ensuring clinical staff achieves the best clinical outcomes possible for all participants.
2. Manages staffing levels to include an appropriate number of provider types and clinical staff using nationally recognized benchmarks.
3. Evaluates and implements clinical practice guidelines based on current literature and shared state-of-the-art clinical information with the Medical Team
4. Provides direct clinical care 10-30% of their designated work duties.
5. Oversees the organization's quality assessment and quality improvement program (QA/QI), guiding in the development of the yearly QA/QI plan, quarterly QA/QI plan, quarterly QA/QI reports and year-end evaluations and keeping abreast of federal outcomes-based quality improvement initiatives. Assures provider adherence to current evidence based clinical guidelines, standards of practice of health services, as applicable; and the identification of any patient safety and adverse events and the implementation of related follow-up actions, as necessary.
6. Develops, maintains, and implements policies/standards and protocols to ensure compliance with applicable laws and regulations pertaining to patient safety and privacy.
7. Responsible for developing and implementing a system of peer review and reviews them annually.

8. Participates in patients complaint and grievance procedures when the complaint or grievance involves medical care.
9. Acts as liaison between Hui Malama Ola Na 'Oiwi-Family Medicine Clinic (HMONO-FMC) and physician groups, specialists and hospitals thereby strengthening positive provider relationships and enhancing referrals. Serves as a physician liaison to state and federal agencies, as requested.
10. Provides input into cost-effective clinical practices.
11. Promotes the mission and goals of (HMONO-FMC), in the community, to referral and regulatory agencies, and other stakeholders.
12. Sustains an organizational commitment to diversity of staff and nurturing the skills needed to serve a diverse population.
13. Leads regular medical provider meetings focusing on day-to-day operations, changes in clinical policies and procedures and ongoing development of the provider staff.
14. Ensures clinical care is culturally consistent with contemporary medical knowledge that is appropriate and assures that processes for discharging and transitioning clients are implemented consistently and in a timely manner.
15. Prepares timely and accurate reports as required by the Executive Director which should include routine and special reports as required by site, administration, State and Federal governments and other funders or stakeholders.
16. Attends and participates in all Board of Director meetings and Strategic Planning Committee meetings. Is a vital part of these meetings by presenting or facilitating the presentation of HMONO-FMC's clinical programs, sharing ideas and opinions, and weighing in on changes that impact the clinical programs.
17. Reviews and approves all clinical protocols.
18. Participates in the selection of potential grant opportunities and assists with the compliance of grants received.

III. Supervision

Reports to: Executive Director

Supervises: MD, APRN, LCSW, CDE/RDN, Other Medical Professionals

IV. Minimum Qualifications

1. Education

- a. Board Certified Family Medicine Physician, Medical Doctor or Doctor of Osteopathy
- b. Graduation from a recognized accredited school of medicine
- c. Current unrestricted license from Hawaii Medical Board to practice as a physician in the State of Hawaii
- d. Current DEA registration

2. Experience

- a. Ten (10) years of practice experience in a Federally Qualified Community Health Center (FQHC) or Look-ALike, Rural Health Center (RHC), hospital, clinic, or similar organization, in a service area with a diverse population.
- b. Five (5) years of senior management experience in a health care setting.
- c. Outstanding emotional intelligence.

3. Knowledge

- a. Knowledge of business and management principles involved in strategic planning, resource allocation, leadership technique, production methods, and coordination of people and resources.
- b. Federal, state and local standards and regulations.
- c. Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- d. Determine how a system should work and how changes in conditions, operations, and the environment will affect outcomes.
- e. Ability to deal tactfully and fairly with others within and outside the agency in carrying out the instructions of the Executive Director and the Board of Directors.
- f. Must be able to work effectively within a team environment.
- g. Ability to work effectively with people of diverse backgrounds and professions, local, county, state and federally oriented.
- h. Ability to establish and maintain favorable and comfortable professional relationships with the public, agency staff, and other entities.
- i. Ability to exercise a high level of judgment and discretion in applying and interpreting laws, policies, and procedures.
- j. Must be CPR qualified; must maintain CPR qualifications.
- k. Knowledge of Native Hawaiian issues; Hawaiian-based community development, organizations and practices; Hawaiian culture, traditions, history and current events including, but not limited to State and Federally-funded programs and projects.
- l. Knowledge of community health issues, chronic diseases, and available services.

4. Other

- a. Ability to exercise a high degree of initiative, judgment, discretion, and decision-making to achieve organizational objectives.
- b. Organizing work, making assignments, and achieving goals and objectives; skill in developing, applying, interpreting, and coordinating departmental policies and procedures.

- c. Knowledge of medical operations, applicable laws, regulations, and professional standards
- d. Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- e. Understanding the implications of new information for both current and future problem-solving and decision-making.
- f. Identifying measures or indicators of system performance and the actions needed to improve or correct performance, relative to the goals of the system.
- g. Demonstrate personal traits of a high level of motivation.
- h. Ability to maintain the confidentiality of client information in accordance with HIPAA compliance.
- i. Proficient use of office equipment such as PC, laptop, tablet, Chromebook, fax machine, scanner, printer, and associated software applications.
- j. Excellent ability to communicate with staff, clients, and their families in a culturally sensitive and respectful manner.
- k. Able to prepare clear, coherent, and accurate activity and data reports.
- l. Ability to sit and work at a computer for extended periods of time.
- m. Must be able to lift and carry 40 lbs.
- n. Must be highly self-directed and able to work independently toward obtaining goals for mandates.
- o. Must have the ability to collaborate with community agencies for community partnerships with the purpose of establishing locations/facilities for program needs.
- p. Establish and maintain effective working relationships with employees, policy-making bodies, patients, and the public.

V. Desirable Qualifications

1. Familiar with Hui Malama Ola Na ‘Oiwī mission, programs, and services.
2. Possess a working knowledge of Native Hawaiian culture, traditions, history, and current events including, but not limited to State and Federally-funded programs and projects. Keep abreast with Native Hawaiian issues and current events.

Compensation:	\$155,000-\$165,000
FTE:	1.0
FSLA Classification:	Exempt
Duration:	Permanent, subject to funding availability
Location:	Family Medicine Clinic
Work Schedule:	Monday-Friday, with occasional evening and/or weekend scheduling as may be necessary to support program or area activities
Reviewed & Approved:	Executive Director, 04/26/19
