



## Southwest Oregon IPA

<b>Position Title: MEDICAL DIRECTOR</b>	<b>Position Number: MM.01</b>
<b>Classification: EXEMPT</b>	<b>Status: FULL-TIME (Negotiable)</b>
<b>Department: MEDICAL MANAGEMENT</b>	<b>Work location: COOS BAY</b>
<b>Reports to: CHIEF EXECUTIVE OFFICER</b>	<b>Supervision Exercised: CLINICAL SUPERVISORS AND CLINICAL EXECUTIVE ASSISTANT</b>

### JOB PURPOSE

The Medical Director is responsible for the planning, development, implementation, management, ongoing support, and evaluation of the following programs in accordance with Medicare and Medicaid requirements and the Quadruple Aim.

The position's scope of responsibilities encompasses a community-, organization-, and system-wide approach of working collaboratively with internal and external partners. The successful candidate will build relationships and systems that support Advanced Health members and providers by designing, measuring, assessing and improving performance in the areas of medical management, medical outcomes, cost efficiency, and member engagement and activation. This position is responsible for ensuring the organization's clinical compliance with applicable state and federal regulations, quality management goals and metrics, performance measures, process improvement, and Southwest Oregon IPA (SWOIPA) and Advanced Health's corporate plans and policies.

This position shares responsibility for achieving the Quadruple Aim of health care reform: member engagement and satisfaction, improving quality of care, managing costs, and honoring diversity and equity by focusing on the member, by doing what is right, and thinking. All duties are performed in compliance with organization's policies and procedure, contractual obligations, and within federal and state laws and guideline including HIPAA, OSHA, and Waste Fraud and Abuse regulations. Protect the dignity, privacy and confidentiality of members and their families, as well as co-workers and others.

### ESSENTIAL RESPONSIBILITIES: MEDICAL DIRECTOR

This position is required to work collaboratively with the Executive Committee and organizational staff to ensure the development, implementation, use and application of evidence to achieve Coordinated Care Organization (CCO) metrics outcomes and the Quadruple Aim. The Medical Director is responsible for ensuring functions and processes meet state, federal and other regulatory requirements in order to meet contract, compliance and organizational standards. The Medical Director works in partnerships with clinical supervisors to support effectiveness of the Medical Management and Pharmacy teams while helping to manage health plan medical costs and assure appropriate health care delivery. Implementing management processes, developing programs, and administering grievance, appeals and provider dispute functions are primary responsibilities. The Medical Director guides, directs and oversees the member Wellness Program.

**Medical Management** including: concurrent review of inpatient care , prior authorization of referrals and procedures, review of member and provider appeals and complaints, case management activities, and pharmacy program oversight.

**Quality Improvement** including: quality assurance for daily activities within the company; initiatives and projects with staff, business partners, consumers and community members.

**Oversight** of medical policies, medical service delivery and quality of care for health plan members.

### QUALIFICATIONS

- Current unrestricted State of Oregon medical license
- Detailed knowledge of the OHP and Prioritized List of Health Services preferred
- Represent organization at assigned local and state meetings
- Training in Health Literacy, Cultural Awareness, Poverty and Trauma-Informed Care, and Adverse Childhood Experiences (ACEs)
- Understanding of Culturally and Linguistically Appropriate Services (CLAS) Standards

### EDUCATION AND EXPERIENCE

MD or DO from an accredited medical school. Board certified physician, preferably in one of the primary care specialties.

Minimum of five (5) years of clinical practice in hospital or medical office practice; previous experience working as a clinical leader; prior experience and familiarity with audit processes of quality review organizations preferred.

## KNOWLEDGE

- Knowledge of health-related quality improvement concepts, principles and practices
- Knowledge of managed care concepts, principles and operations
- Knowledge of disease management principles and practices
- Knowledge of Patient-Centered Medical Home concepts, principles and practices
- Knowledge of ICD, CPT and HCPCS coding and Relative Value Units (RVU)
- Knowledge of federal and state laws including OSHA, HIPAA, Waste Fraud and Abuse
- Awareness and understanding of equity, diversity and inclusion
- Awareness of the equity lens: ability to analyze the unfair benefits and/or burdens within a society or population by understanding the social, political, and environmental contexts of policies, programs, and practices

## SKILLS

- Strong skills in community and public health
- Demonstrated skills in staff management, supervision, teaching, and instruction skills, and organizational development
- Proficient in Microsoft Word, Excel, Outlook, internet and general keyboarding

## ABILITIES

- Demonstrated initiative, judgment, problem solving and decision-making
- Ability to manage, plan and adjust work schedule to meet work responsibilities and objectives
- Ability to scan the external environment (local, state and national) for future trends and innovations; assess the potential impact of those trends on the organization
- Ability to develop and maintain effective relationships with medical and administrative staff, health plan members and the public
- Adept at conducting research into project-related issues and products
- Interpersonal strengths in influencing effective group processes, able to work with internal and external stakeholders of various position levels and responsibilities, including physicians and other health care professionals
- Ability to handle stress and sensitive situations effectively while projecting a professional attitude
- Ability to communicate professionally, both orally and in writing
- Ability to work with diverse populations
- Able to relate to and interact with people of differing personalities and backgrounds
- Sensitive to economic considerations, human needs and aware of how one's actions may affect others
- Able to organize and work in a sensitive manner with people from other cultures
- Poised; maintains composure and sense of purpose

## WORKING CONDITIONS

- **Physical Demands:** Lifting, bending, reaching, pushing, carrying, sitting, vision and hearing corrected in normal range
- **Work Condition:**
  - Employee generally works within the interior of an office environment
  - Employee may travel locally and be responsible for own transportation; out of area travel may be required on occasion
  - Hours of operations and specific staff scheduling may vary between worksite based on operational need
  - The general environment is clean with a comfortable temperature and moderate noise level
- **Exposed to:** Cold/heat controls, close contact with employees and the general public
- **Machines, equipment, tools and supplies used:** Computer, postage machine, fax, copier, calculator, multi-line telephone system, scanner
  - Will answer a high volume of telephone calls, complete documentation, and use computer programs

to either obtain or record information

- **Multiple Duties:** Must be able to work under conditions of frequent interruption and be able to stay on task

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This job description is intended to provide only basic guidelines for meeting job requirements. This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of SWOIPA. Other duties, responsibilities and activities may change or be assigned at any time with or without notice.

**I have read this job description and fully understand the requirements and expectations set forth therein. I hereby accept the position of Medical Director and agree to perform the identified functions and expectations in a safe manner and in accordance with SWOIPA's and Advanced Health established policies and procedures.**

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Employee Name (Please Print)

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Employee Signature

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Date

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Supervisor Signature

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Date