



Job Title: Chief Medical Officer (CMO)
Department: Administration
Supervisor: Chief Executive Officer
FLSA Status: Exempt
Approved Date: 05-31-2022- Final

Position Summary

The CMO is an integral member of the executive team and plays a key role in the implementation and achievement of the strategic goals of the organization. Consistent with the mission, the CMO leads the medical practice across Community Health of Central Washington (CHCW) and provides strategic oversight of the Residency Program. The CMO serves as Chair of the Graduate Medical Education Committee (GMEC) and supervises the Residency Program Director/Designated Institutional Official (PD/DIO). The CMO ensures the delivery of high quality, patient-centered care through the establishment, execution and optimization of clinical practice standards, and provides direct oversight of clinical site/service directors. The CMO serves as the primary liaison between medical staff and administration and provides planning, direction, leadership and integration for medical staff activities to foster communication, transparency, teamwork and strategic implementation. Externally, the CMO acts as CHCW's primary medical representative and may interact with groups such as other healthcare organizations, the media, payers, regulatory agencies, policy makers and patient groups.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

1. Ensures medical practice adherence to established standards of care and clinical practice guidelines; develops protocols and supports provider practices to ensure superior clinical outcomes and unparalleled patient experience.
2. Supports adherence to ACGME and other regulatory requirements of the Residency Program; serves as chair of the GMEC.
3. Provides direct supervision of Clinical Site Directors, Residency Program Director, Behavioral Health Director and EHR Provider Champion.
4. Demonstrates experience as a medical educator who embraces peer to peer interaction and has a demonstrated ability to cultivate opinion leaders in teaching and mentoring residents and students as assigned
5. Guides the development and implementation of medical staff credentialing/privileging and peer review processes to ensure clinical excellence.
6. Plans and supports ongoing professional growth and development of providers.
7. Participates in hiring, evaluation, and termination of clinical providers.

8. Collaborates with CQO on advancing quality/performance improvement across the organization through initiatives such as PCMH, Meaningful Use, regulatory compliance, risk management, peer review and clinical safety.
9. Collaborates with COO on relevant operational projects and decisions as appropriate.
10. Leverages provider use of healthcare technology to improve clinical process, consensus building and process improvement; collaborates with clinical site directors, clinic managers, leadership and IT for corporate-wide standardized use of technology.
11. Maintains regular office hours for the care of empaneled primary care patients including participation in call and coverage schedules as required.
12. Remains current on regulatory requirements that affect patient care; monitors changes in Medicaid, Medicare and other payers to ensure relevant provider billing practices; adjusts practices as needed.
13. Acts as liaison between executive leadership and medical staff to facilitate communication, teamwork, and shared goals for CHCW; participates in executive leadership meetings.
14. Collaborates on organization-wide planning and development through participation in CHCW governing board meetings, committees of the board as assigned and strategic planning meetings.
15. Represents CHCW in clinical leadership meetings and discussions convened by contracted health plans, professional organizations, collaborating health care organizations and others; collaborates with community-based organizations, the media and other venues as needed.
16. Demonstrates fiscal stewardship of CHCW resources; develops and manages budgets.
17. Represents CHCW in clinical leadership meetings and discussions convened by contracted health plans, professional organizations, collaborating health care organizations and others; collaborates with community-based organizations, the media and other venues as needed.

Competencies

To perform the job successfully, the following competencies should be demonstrated.

Attendance/Punctuality - Is consistently at work and on time, as established; ensures work responsibilities are covered when absent; arrives at meetings and appointments on time.

CHCW Culture - Treats people with respect; keeps commitments; inspires the trust of others; works with integrity and principles; upholds organizational values; follows policies and procedures; supports organization's goals and values; shows respect and sensitivity for cultural differences; follows instructions; responds to management direction; takes responsibility for own actions; keeps commitments; commits to long hours of work when necessary to reach goals; completes tasks on time or notifies appropriate person with an alternate plan; asks for and offers help when needed.

CHCW is committed to attracting and retaining a diverse staff. We honor your experiences, perspectives, and unique identity. Together, our community strives to create and maintain working and learning environments that are inclusive, equitable, and welcoming.

Communications - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; demonstrates group presentation skills; participates in

meetings; writes clearly and informatively; edits work for spelling and grammar; keeps others adequately informed; selects and uses appropriate communication methods.

Customer Service for Internal and External Customers/Patients - Manages difficult or emotional customer/patient situations; responds promptly to customer/patient needs; solicits customer/patient feedback to improve service ; responds to requests for service and assistance; meets commitments.

Job Knowledge - Competent in required job skills and knowledge; exhibits ability to learn and apply new skills; keeps abreast of current developments; requires minimal supervision; displays understanding of how job relates to others; maintains confidentiality per policy and regulations; fluent in Microsoft Office programs, including Word, Excel, PowerPoint and Outlook and job related software and computers; uses resources effectively; pursues training and development opportunities; adapts to new technologies; keeps technical skills up to date.

Problem Solving - Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics; adapts to changes in the work environment; changes approach or method to best fit the situation.

Planning/Organizing - Prioritizes and plans work activities; uses time efficiently; plans for additional resources; sets goals and objectives; organizes or schedules other people and their tasks; develops realistic action plans.

Quality Management - Looks for ways to improve and promote quality; demonstrates accuracy and thoroughness; applies feedback to improve performance; monitors own work to ensure quality.

Safety and Security - Observes safety and security procedures; determines appropriate action beyond guidelines; reports potentially unsafe conditions; uses equipment and materials properly.

Teamwork - Exhibits objectivity and openness to others' views; gives and welcomes feedback; establishes and maintains effective relations; exhibits tact and consideration; offers assistance and support to co-workers; works cooperatively in group situations; works actively to resolve conflicts.

Leadership

Provides vision, inspires and motivates others to perform well; effectively influences actions and opinions of others; gives appropriate recognition to others; inspires respect and trust.

Defines responsibilities and expectations; sets goals and objectives; ensures progress toward goals; fosters team cooperation; supports group problem solving; includes staff in planning, decision-making, facilitating and process improvement; takes responsibility for subordinates' activities; makes self available to staff; provides regular performance feedback; develops subordinates' skills and encourages training and development; communicates changes effectively; builds commitment and overcomes resistance; prepares and supports those affected by change; monitors transition and evaluates results.

Solicits and applies customer feedback (internal and external); fosters quality focus in others; improves processes, products and services; continually works to improve supervisory skills; addresses difficult

situations; maintains objectivity; keeps emotions under control; uses negotiation skills to resolve conflicts; exhibits sound interviewing skills; presents positive, realistic view of the organization; makes quality hiring decisions; works within approved budget; develops and implements cost saving measures; aligns work with strategic goals; displays willingness to make decisions; exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision-making process; makes timely decisions; develops workable implementation plans.

Recommends or has the authority to hire, fire, advance or change the status of employees.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

MD or DO in Family Medicine required.

Familiar with ACGME accreditation and compliance with Institutional, Common Program, and Specialty Specific Program requirements.

Minimum of 4 years of clinical experience and either an MBA with 2 years of leadership experience.

Certificates, Licenses, Registrations

Current Board certification as a Diplomat of the American Board of Family Medicine and/or American Osteopathic Board of Family Medicine. Current Washington State MD/DO license, Current DEA, BCLS Card. Current driver's license and auto insurance. FQHC/CHC experience preferred but not required. Prior experience working with medically underserved populations and working with an Electronic Health Record (EHR) preferred. No restriction from participation with the Medicaid or Medicare programs. Ability to obtain credentials from appropriate health plans, and to be covered by CHCW malpractice liability carrier. Must hold an appointment in good standing on the medical staff of sponsoring Hospitals and must be qualified for, and receive, privileges to perform all patient care and resident supervisory duties commonly required. Bilingual in Spanish/English is preferred but not required.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is frequently required to use hands to finger, handle, or feel and talk or hear. The employee is occasionally required to stand; walk; sit and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and ability to adjust focus.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

Employee Signature

Date

Employee Print Name

Supervisor Signature

Date