Chief Medical Officer
DotHouse Health

DotHouse Health is a federally qualified health center (FQHC) that promotes health and wellness. Its historic roots date back more than a century. Its mission is to be an essential community resource through achieving the highest levels of health, well-being and quality of life for its residents, to provide affordable, accessible and exceptional healthcare and other essential services in an environment that respects consumers, staff and a diverse community and to be a leading force for change in the health, economic and social well-being of the community. It strives to be a welcoming center of community life in the Fields Corner area and a critical resource for all of Dorchester. It is known for clinical excellence and exceptional care that values and reflects the neighborhood’s cultural diversity. DotHouse Health prides itself on serving as a model for providing care regardless of one’s ability to pay and as a leader in promoting the health of the entire community.

Position Summary
The Chief Medical Officer (CMO) is responsible for providing clinical leadership, fostering superior quality patient care, developing clinical strategic goals and direction, and providing for the recruitment and retention of the medical staff at DotHouse Health (DHH). The CMO works cooperatively and effectively with the CEO and Senior Management Team, utilizing a balanced and collaborative approach to include the perspective of all disciplines involved in the center’s health services, ensuring the achievement of annual business and strategic goals, and objectives within a mission-driven environment. The CMO delivers effective and efficient patient care during required clinical time in compliance with established clinical protocols. The CMO serves as the health center’s medical liaison to external partners and works collaboratively with community-based organizations, affiliated hospitals and professional schools, among others. This role, which reports to the CEO, is a full time employee and maintains a visible clinical practice.

Essential Functions
General Duties:

- Responsibility for all clinical provider staff at DHH, to include recruitment, orientation, development, clinical supervision, evaluation, quality oversight. Foster and support linkages with appropriate specialists, sub-specialists and related services.
- Participate in development of DHH’s financial plan (budget) and will also assist in the ongoing monitoring and evaluation of that plan.
- Assist the appropriate staff in the proposal, decision-making, development, implementation and the evaluation of new programs for the institution.
- Monitor the development, implementation, maintenance and evaluation of a clinical QA program for DHH. Plays a leadership role in understanding, communicating, achieving and maintaining quality standards (TJC, NCQA, others) and Patient Centered Medical Home principles (PCMH).
- Work with the COO and clinical leadership to ensure the efficient and effective function of clinical operations in the health center.
• Serves as the chief clinical contact for internal and external partners and successfully builds, develops and maintains essential partnerships. Actively reviews evidence-based practice standards, health care advances and incorporates such standards and advances into DHH medical practice.

• Responsible for assuring a robust peer review and credentialing process, ensuring quality, safety, service and behavioral issues on the part of the provider staff are addressed fairly and in a timely fashion. Develops, modifies, prepares and completes annual (or frequency to be determined) performance appraisals; fully manages and directs the provider performance, patient satisfaction and productivity programs and incentives; including targets, expectations, scoring guidelines, reward systems, completion, etc.

• Fulfills clinical duties according to DHH protocols and procedures.

Clinical Duties:

• Provide direct health care to patients presenting for care at DHH. Follow all documentation and billing policies.

• Supervise or participate in patient emergencies as required.

Maintain professional competence by completing appropriate specialty requirements; maintaining current certifications; successfully completing DHH credentialing and privileging review upon hire and re-credentialing as appropriate.

Knowledge, Skills and Abilities Required:

• Knowledge of professional medical practice. Has an understanding and appreciation of the financial aspects of a healthcare organization and the need to generate sufficient resources to support the strategic goals and mission of the organization.

• Knowledge of patient care policies, regulations and procedures; medical equipment and instruments; and common safety hazards and precautions.

• Skill in supporting, motivating, and sustaining a team-oriented culture. Fosters teamwork and collaboration by involving the necessary staff when appropriate. Can hold others accountable and is willing to be held accountable.

• Skill in articulating organizational vision and implementing organizational strategic initiatives and large scale practice transformation.

• Proven ability to lead change as well as ability to lead in a changing environment.

• Ability to evaluate and effectively address highly complex issues and problems. Possesses the flexibility to adapt to changing circumstances.

• Ability to delegate work, set expectations, and monitor activities of subordinate staff appropriately.

• Ability to communicate clearly in both written and verbal communication.
Education and Experience

Required:

- Graduate of approved medical school.
- Must be a graduate of an accredited residency program in pediatrics, family medicine, internal medicine or internal medicine/pediatrics.
- Board certified or Board eligible in appropriate discipline. Must be board certified at hire and will be expected to maintain appropriate board certification, licensure, and membership in professional organizations.
- Licensed or eligible for licensure to practice medicine in the State of Massachusetts.
- Eligible to obtain and maintain a federal and state narcotic registration.
- Proven successful experience as a practicing clinician.
- Successful senior/director level management experience.
- Strong community health/public health orientation, experienced in patient care management, and demonstrates managed health care knowledge and experience.
- Knowledge of or experience with healthcare information systems, such as electronic health record and practice management systems experience.
- Experience in a multiple provider medical practice.

Preferred:

- Familiarity with federally qualified health centers or FQHC look alike’s. Experience working in a not-for-profit organization, with annual operating margin goals.
- Experience working with low-income, multi-ethnic populations.