



Valley Community Healthcare

JOB ANNOUNCEMENT

We are seeking a **Full-Time Associate Medical Director** to join our dedicated team.

For nearly 50 years, **Valley Community Healthcare** has been one of Los Angeles' leading community-based health centers, providing primary care and promoting community wellness and prevention programs. Located in the San Fernando Valley, Valley Community Healthcare has two sites and 30+ providers. We are an NCQA certified-level 3 Patient Centered Medical Home for over 25,000 unique patients and provided over 100,000 medical visits last year. We are looking to grow and integrate our core programs - primary care, pediatrics, adolescent teen clinic, women's health, dental, optometry, and behavioral health, through a care team approach, quality, and innovative care delivery models.

Applications: Valley Community Healthcare offers competitive salary and benefits packages. Please submit a resume, cover letter, and salary expectation to our Human Resources Department at ipogosyan@vchcare.org for consideration.

POSITION SUMMARY

Under the supervision of the Chief Medical Officer (CMO), the Associate Medical Director (AMD) 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 AMD provides real-time analysis and recommendations for improvement in clinical operations across multiple levels. In addition, the position will work closely with Operations at all clinic sites to provide both high quality and efficient health care. The Associate Medical Director may be called upon to represent VCH externally as well. The AMD will demonstrate a commitment to and understanding of VCH Service Excellence Standards in the performance of all duties and responsibilities.

DUTIES AND RESPONSIBILITIES UNDER DIRECTION OF THE CHIEF MEDICAL OFFICER

- Provide direct patient care to patients, with emphasis on the Patient Centered Medical Home model of healthcare delivery.
- Provides supervision of the clinical staff.
- Responsible for setting providers' work schedules, including the off-hour "call" schedule, to assure provider staffing levels support VCH patient demand and revenue targets.
- Addresses site provider needs assessment and assists in Provider Staffing Plan, provider scheduling, and room assignments, as appropriate.

- Works with the HR department and Lead Clinicians in recruiting, screening and hiring of new providers, as directed by the Chief Medical Officer. Also participates and supports the on-boarding /orientation of new providers and staff.
- Participates in the Credentialing and Peer Review process, performance evaluation, monitoring, and reporting
- Participates in a lead role with the VCH Quality Improvement program
- Oversees the VCH 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.
- Participates and takes proactive role in customer service related issues and ensures adherence to the service values created by VCH.
- Provides leadership, vision, and direction in developing new medical service delivery areas for VCH; directs, monitors, and evaluates programs, revising and adapting as necessary; assists in formulation and/or revision of medical program/clinical services, policies and protocols.
- Facilitates Clinical Protocols/Guidelines implementation and updates with a focus on quality patient care. (IT and NextGen)
- Attends and represents VCH to consultative and advisory bodies; to collaborating agencies, at specific institutions, and at conferences, as requested to enhance collaborative efforts with these organizations and institutions.
- Provides overall direction and coordination of continuing medical education, training, and support for health care personnel; chairs provider meetings when needed and collaborates with Director of School based Services for clinical meetings; assists in medical decision-making, as requested.
- Assists in the design, implementation, and evaluation of clinical programs. Assist in planning and supervising new technologies and programs including i2i and the EHR. Works collaboratively with other departments for the successful integration of services as appropriate.
- Demonstrates commitment to, and understanding of, VCH's Service Excellence Standards, by modeling service excellence in all internal and external relationships, addressing service excellence deficits in staff, and in performance of all duties and responsibilities of this position.
- Collaborates with Leadership Team members, as directed, to develop strategies and policies and provides consultation within scope of responsibility.
- Performs other related duties as may be assigned by Chief Medical Officer and/or Chief Executive Officer.

***Responsibilities and tasks outlined in this document are not exhaustive and may change as determined**
Updated 12/07/18

by the needs of the company.

VALLEY COMMUNITY HEALTHCARE IS AN EQUAL OPPORTUNITY EMPLOYER

OUR MISSION: To make an impact on the health and wellbeing of the whole community by providing high quality primary medical care and comprehensive healthcare services to those in need, regardless of their ability to pay.