

MACOMB-OAKLAND REGIONAL CENTER, INC.

Job Title: MEDICAL DIRECTOR

FLSA STATUS: EXEMPT

Overview:

The primary purpose of this position is to establish and maintain a healthcare coordination and psychiatric service delivery system for the agency. Tasks are generated by the policies established by the Board of Directors and the direction established by the Chief Executive Officer. This position is responsible for providing oversight and consultation with families, caregivers, agency staff and community health care providers related to the healthcare needs of the individuals served. These professional medical services consist of, but are not limited to the following: review of individuals' medical status; participation in Person-Centered Planning meetings; conferring and liaison with other professionals and community based physicians; tracking and trending of health and safety variables; and healthcare education of support staff.

1. Major Areas of Responsibility:

ADMINISTRATION

INTERDISCIPLINARY/SUPPORT TEAM MEMBER

MEDICAL CONSULTATION

AGENCY SUPPORT

CUSTOMER SATISFACTION

2. Essential Activities:

Administration

Develops and implements agency policy and procedures

Develops and analyzes program operations

Directs agency in areas of regulations and standards as they pertain to health service provision

Ensures adherence to quality assurance policies and plans

Examines complaints from individuals served, parents, and staff and assists in conflict resolution

Hiring of agency personnel for the unit

Provides oversight to Psychiatric services

Participates in agency committees regarding unit and agency functions

Encourages staff development and remains current in delivery of service trends

Interdisciplinary/Support Team Member

Participates in person-centered planning meetings, as needed, including reviewing medical background of individuals served, review of treatment plans, related medical conditions, and assuring that health care services follow all applicable standards for medical care

Review, approve, and sign all plan of services that require approval by a physician

Assures that a physician serves as member of the Behavior Supports Committee

Medical Consultation

Confer and provide assistance and guidance to MORC professionals regarding treatment and care of individuals served

Serve as liaison with community healthcare providers

Agency Support

Participate in related staff meetings and agency committees

Serves as secondary medical resource to agency staff performing on-call services, as needed

Provide educational services to agency and community staff regarding treatment issues related to individuals served

Assist to assure that the agency meets with all applicable standards of care and medical practice standards

Collaborate with nursing staff on treatment issues and complex case care

Track and trend medical/psychiatric events in order to provide proactive plans to address concerns

Participate in Environmental Control Committee, Critical Incident Review Team (CIRT) and Sentinel Event Review Committee (SERC) as directed by the CMH boards with whom the agency contracts

Customer Satisfaction

Customers include but are not limited to: Individuals served, families, and guardians; Funding Sources; Providers; Employees

All customer related services and reports are delivered within specific timeframes as established by standards of practice

All customer related services are coordinated and meet the individual's needs and expectations

Services are rendered in a dependable and reliable manner

All interaction with customers are conducted with dignity and respect

Other Performance Measurement and Evaluation Criteria:

Knowledge and implementation of agency philosophy, standards of practice, rules, policies and laws related to the medical supports provided to individuals served

Advocate for individuals served and the agency

Time and attendance

Has positive rapport with individuals and their families, guardians and advocates

Ability to work with agency staff and supervisor

Effective implementation of agency, department, professional and ethical standards

Consulting on the design of health care plans

Self initiates professional development as it applies to the current position by attending seminars, workshops or other training events not required by the agency

Attends agency and non-agency sponsored training sessions in order to maintain employment and licensure

Involved in agency committees

Performs guest lectures at seminars and conferences

Effective communication with community resources

Other duties as assigned

Compliance with all rules, regulations, laws, and standards associated with the Health Insurance Portability and Accountability Act (HIPAA)

Ability to perform the major responsibilities and essential activities of the position

3. Reports to:

Vice President of Programs

4. Oversight Provided to:

Psychiatrists (contractual)

Registered Nurse Supervisor

Food and Nutritional Services Supervisor

Speech and Language Pathologist

5. Behavioral Traits, Attitudes, and Skills Required:

Sequential-task oriented

Work independently with little guidance

Professional appearance and attitude

Able to resolve complex problems, negotiate and compromise

Effective communicator both written and verbal

Resourceful and creative

Flexible

Organized

Time management skills

Effective communicator both written and verbal

Able to teach, coach, train, and counsel employees

Compliance with all rules, regulations, laws, and standards associated with the Health Insurance Portability and Accountability Act (HIPAA)

Employees are aware of and comply with the continuing education and mandatory training requirements for the position

Responsible for becoming familiar with and abiding by current MORC Policies/Procedures, and as they are updated from time to time and posted on the MORC intranet page

Ability to perform the major responsibilities and essential activities of the position

6. Prerequisites (i.e., education, experience, licenses):

Graduation from an accredited school of medicine and completion of residency requirements

5 years experience in the practice of medicine, with mental health experience preferred

Possession of a current license to practice medicine in the State of Michigan

7. Physical and Sensory Requirements:

Ability to use a personal computer

Ability to operate a motor vehicle

8. Extent of Independent Work:

40 % work with management team

40 % work with peers and staff

20 % work with individuals served and families

Updated 11/2017