



**Ambulatory Medical Centers
Skilled Nursing Home Care
Preferred Care Plan**

Praise Concourse Plaza
18 Queens Drive
Suite W102
Montego Bay, St. James
Jamaica W.I.
Tele: 876-926-2097 or 876-508-3424
Email: hello@intelmedcares.com
Web: <http://intelmedcare.com>

JOB DESCRIPTION

POSITION: Medical Director

STATUS: Exempt; Full time

REPORTS : Chief Executive Officer

SUPERVISES: Network Providers including per diem providers, Staff Physicians, Nursing, and Case Managers

DEPARTMENT: Medical Affairs

OFFICIAL DUTY STATION: Corporate Medical Center

SUMMARY:

Working closely with CEO and Management Team (MT), key responsibilities of Medical Director (MD) are to (1) oversee medical and nursing personnel and operations, including supervising all providers, ensuring risk management and quality of care, and developing and implementing all other medical aspects of IntelMed operations; (2) provide leadership and organization to implement IntelMed goals and objectives for medical and clinical operations; and (3) provide strategic input to planning and evaluation process for the organization. The MD works closely with CEO in developing and implementing the overall clinic services, operations, and objectives. MD provides report to CEO, regularly for quality improvement progress.

MD expects all employees to respond to and participate in emergency situation per emergency policies and procedures.

DUTIES AND RESPONSIBILITIES:



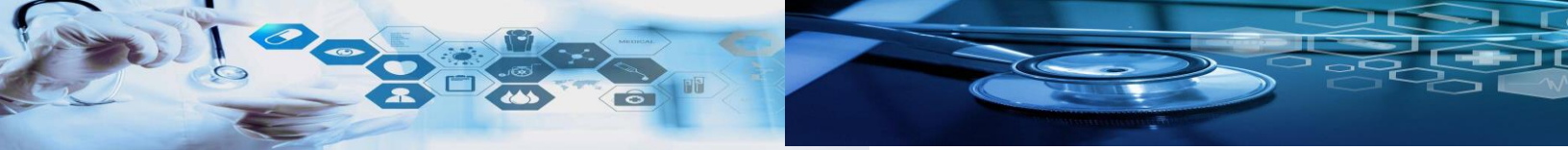
1. Oversight of Medical Affairs and Operations

- a. Oversee operations for patient care by Medical Affairs Department according to the rules and regulations set by the Board of Directors, including champion delivery of quality care as a priority for the Patients and Medical Staff.
- b. Is responsible for the smooth and successful day-to-day clinic operations by Medical Affairs Department, and thus works closely with CEO and Healthcare Administrator in that regard.
- c. Develop, review, and approve Medical Affairs Department policies and procedures (P and Ps) as needed. Train Medical Department staff and/or other staff on P and Ps as needed.
- d. Develop and coordinate systems/processes for controlling costs related to clinical resource utilization.
- e. Service as the Patient Grievance Officer together with CEO.

2. Set Performance Goal and Monitor for Improvement

- a. Annually define and regularly monitor to improve productivity (provider productivity) of Medical Affairs Department and finalize with CEO, and Healthcare Administrator. Take action to improve productivity for Medical Affairs Department.
- b. Annually define and regularly track performance goals for IntelMed preferred Care Plan, Skilled Home care and the Medical Centers
- c. Annual define and regularly monitors quality of care goals (Quality Improvement, Quality Control, and Risk Management below).
- d. Direct/participate in internal and external clinic audits and development and implementation of corrective action plan.
- e. Develop policies and procedures for Medical Affairs Department and ensure staff are trained and follow them.

3. Staff Management



- a. Establish measurable performance expectations (productivity, quality of care, timely completion of medical records and patient care, charting and other administrative duties, etc.), provide supervision, coaching, counseling, evaluate and disciplining providers and other Medical Department staff.
- b. Serve as an exemplary model by meeting performance expectations above.
- c. Provide/arrange to provide training needs of his/her staff and the entire workforce as necessary.
- d. Recommend and participate in final determination of disciplinary actions for his/her reports.
- e. Maintain communications about CEO and Department goals, objectives, changes, expectations to his/her department staff,
- f. In consultation with CEO and Healthcare Administrator, assess need to hire additional provider and any position under his/her direct supervision. When it is confirmed, hiring is necessary; communicate to HR specific criteria and timeline for hiring if it is already in the budget. If not, seek CEO approval. Interview candidates, and provide recommendation to CEO for final decision.
- g. Prepare, review and give recommendations and periodic updates of the qualification statements and job description of providers;
- h. Promote a motivational environment for providers and his/her Medical Department staff to work as a cohesive and mutually supportive group.

4. Quality Improvement, Quality Control, and Risk Management

- a. Review periodically, at least every two years and implement a quality improvement (QI Plan), quality control and risk management program including peer review programs through periodic medical chart review. Conduct meetings (such as regular Quality Improvement meetings).
- b. Annually report year end performance outcomes for QI goals to QI Committee, TQM Committee and CEO
- c. Annually develop and submit QI goals to TQM, and then CEO for approval. Be responsible for meeting the goals.



- d. Annually develop clinic risk management goals to TQM and CEO for approval.
- e. Work with HR Department in submitting physicians and nurses' application. Ensure expectations and requirements are met including privileging providers/nurses upon hire and documenting and filing such with HR Department.
- g. Enforce adherence to the rules and regulations and expectations of all government programs. i.e., Ministry of Health, payors, licensing entities and any other regulatory entities as required for patient care.
- h. Provide medical consultation regarding patient care.
- I. Set up a mechanism to review lab results and result disclosure to patients.
- j. Ensure scheduling of clinical assignments, rotation, call, leave, etc. of medical personnel;
- k. Institute and manage professional education, in-service training, and orientation of medical staff;
- l. Review all medical record release requests.

5. Planning:

- a. Provide leadership for developing and expansion IntelMed Medical Affairs program philosophies and strategies for CEO. Recommendations must be grounded in the best principles and practices of modern health care management and exhibit a unity of vision and approach consistency with the goal(s) set by the CEO.
- b. Participate in and provide clinical perspective to strategic planning and annual planning.
- c. Participate in the budget planning and recommendations pertinent to medical activities including plans and projections for staff support and equipment as appropriate.
- d. Assist in the development and promotion of new products and services for IntelMed

Participate in and provide clinical perspective to strategic planning and annual planning

- e. Participate in the budget planning and recommendations pertinent to medical activities including plans and projections for staff support and equipment as appropriate.



- f. Represent IntelMed in outside meetings as necessary.

Performance Expectations

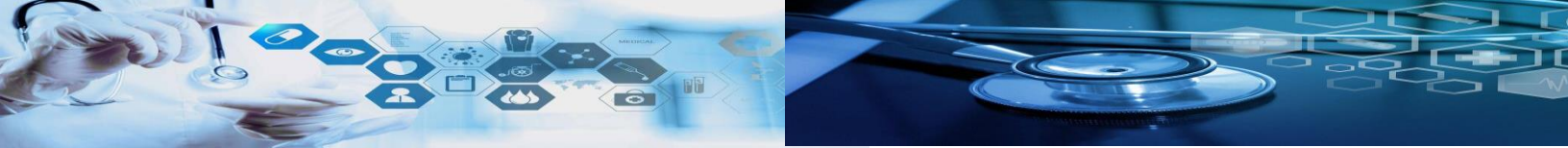
1. Serve as an exemplary model by meeting performance expectations such as timely completion of medical records (i.e., Master IM list) and seeing patients on time.
2. Meet annual goals noted in the job description.
 - a. Annually define and track productivity (provider productivity) of Medical Affairs Department and finalize with CEO. Take action to improve productivity for Medical Affairs Department.
 - b. Annually define and track performance goals for the medical affairs programs. Finalize the goals with CEO.
 - c. Annually develop and submit QI goal to the CEO for approval. Be responsible for meeting the goals.
 - d. Annually develop clinic risk management goals to TQM and then CEO and for approval. Be responsible for meeting the goals

Other Duties:

This job description is not intended to be an all-inclusive summary of the duties and responsibilities of the Medical Director. Additional responsibilities may be added from time to time. As such, the Medical Director is expected to display great flexibility, adaptability, enthusiasm, and team spirit within and outside the organization.

QUALIFICATIONS:

- Board Certified in family practice or internal medicine.
- Prior experience as Medical Director/leadership for at least 5 years
- Strong community health orientation and at least three years' experience in primary care delivery and administration
- Experience in management skills, quality improvement, and managed care program



- Knowledge foreign and local cultures and health practice
- Demonstrated skills in staff management, supervision, teaching and instruction skills, and organizational development.
- Clear and professional verbal and written communication and meeting facilitation skills.
- Experience working with targeted population and knowledge of related issues.
- Strong organizational skills and demonstrated ability to handle multiple contracts, projects and tasks.
- Ability to work with minimum supervision and also function as a team member.
- Ability to work with people of diverse cultural, educational, socio-economic, and linguistic backgrounds.
- Proficiency in Microsoft Office applications HR Procedural requirements:
- Legal authorization to work in Jamaica
- A valid Jamaican Driver's license with clean records and access to insured automobile