

Job Title: Clinical Director

Department: Clinical

Reports to: CMO

Effective Date: 8-16-23

Ocracoke Health Center, Inc is a 501c3 organization committed to always providing excellent care to our community. We believe that medicine is an art as well as a science and are committed to delivering quality healthcare to the whole person. We partner with our patients and their families to provide a medical home that is respectful, compassionate, accessible, and comprehensive. We offer services including behavioral health, primary care, in-house pharmacies, pediatric care, migrant & seasonal farm workers, telemedicine, dental health, and MVP programs. The organization consists of three health centers in Ocracoke, Manteo, and Engelhard, NC.

Job Summary:

The Clinical Director is responsible for designing, implementing, and maintaining a strategic plan for providing quality clinical outcomes to patients in collaboration with the leadership team and other employees. Responsible for planning, organizing, and directing all clinical operations at each health center. With the assistance of the Quality Manager and other members of leadership, the Clinical Director will lead quality improvement initiatives impacting core clinical measures, as identified by the Health Resources and Services administration Data Set (HRSA/UDS). The Clinical Director reports to the Chief Medical Officer.

Supervisory Responsibilities:

- Direct reports include Clinical Managers from each site
- Interviews, hires, and trains new clinical staff.
- Oversees the daily workflow of the clinical department.
- Provides constructive and timely performance evaluations.
- Handles discipline and termination of employees in accordance with company policy.

Duties/Responsibilities:

- Work cross-functionally with other members of leadership to ensure the organizational goals are achieved.
- Act as HIPPA Officer
- Provides ongoing leadership to identify and select clinical quality, patient safety, and patient satisfaction indicators for targeted improvement.
- Updates Quality Improvement Plan annually.
- Promotes and oversees performance improvement activities to improve operations that support achieving quality benchmarks.
- Promotes the use of technology and clinical decision tools to achieve quality outcomes.
- Works with Quality Manager to produces and shares reports on QI to support decision-making and oversight of key management staff and the governing board regarding the provision of patient care at the health centers.
- Investigates any gaps in quality reports and develops clinical plan to improve upon or build on those gaps.

- Assists in complying and reporting quality requirements, regulations, guidelines and measures to HRSA, HEDIS compliance, CMS, Bureau of Primary Health Care (BPHC), Joint Commission, federal, state, and MCO's.
- Stays current with clinical initiatives coming from HRSA and develops goals to support these initiatives as appropriate.

Required Skills/Abilities:

- Federally Qualified Health Center (FQHC) operations
- Quality improvement and general quality concepts
- HRSA regulations and expectations including compliance requirements, Federal Tort Claims Act (FTCA) and 304b pharmaceutical program.
- Knowledge of HEDIS , CMS, and VHC compliance
- Nursing assessment, diagnosis, planning, intervention, and evaluation process
- Collaborates with outside organizations
- Lead and adapt to change
- Looks for ways to improve and promote quality measures

Education and Experience:

Required

- Bachelor of Science in Nursing, NC RN license required
- Experience utilizing an EMR
- 10+ years' experience in a clinical setting
- Three-five years of leadership and/or 5-7 years in quality related experience in healthcare

Preferred

- Graduate degree in business or healthcare degree
- Strong data/analytics background
- Experience with EMR Athena

Physical Requirements:

- Frequent travel between health centers
- Prolonged periods of sitting at a desk and working on a computer.
- Sitting, standing, walking, climbing, bending 40-60%
- Must be able to lift up to 15 pounds at times.