



## Medical Director

*Waimānalo Health Center is dedicated to offering employees an exceptional work environment and offers competitive salaries and benefits. We are seeking a dedicated, talented, and team-oriented Associate Medical Director to join our `ohana (family) to support our mission and values.*

### **Mission**

Waimānalo Health Center is rooted in Native Hawaiian values and devoted to improving the health and wellness of all people, regardless of ability to pay, by providing comprehensive primary and preventive health care services of the highest quality.

### **Vision**

Waimānalo Health Center is dedicated to the continuous advancement in quality healthcare while assuring universal access for all. We believe that our values of Aloha, Mālama I Ka Pono, Mālama I Ka `Ohana, and Mālama I Ka `Āina, enable our patient-centered healthcare home services to deeply focus on the shared role of healing oneself, `ohana, community, and `āina over generations.

### **Core Values and Guiding Principles**

Our values at Waimānalo Health Center promote Hawaiian-centered diversity, equity, and inclusion by welcoming all members of the Ko`olaupoko community to access our holistic services ranging from traditional Hawaiian healing practices to Western medicine.

**Aloha:** We listen to people with our full attention, seeking to know them and understand their health care and wellness needs and aspirations for themselves, their family and community. We will respond to the best of our abilities, as caring, compassionate, engaged, and professional partners in healthcare.

**Mālama I Ka Pono:** We know that quality healthcare starts with people's trust in our services and the excellence of our care for them and the resources entrusted to us to meet their needs. We are committed to maintaining their trust by treating people with respect and confidentiality, and by being open about our organizational practices and results, seeking to continuously improve our work.

**Mālama I Ka `Ohana:** We believe that wellness embraces the whole family, and we welcome their participation in the healthcare of their loved ones. Our belief extends from the Ahupua`a of Waimānalo throughout Ko`olaupoko where we build the foundation for good health and wellness for everyone, and we seek collaborative partners who share our values and vision.

**Mālama I Ka `Āina:** We understand the importance of one's sense of place and the holistic nature of health and wellbeing. Through integrative services we support the balance of body, mind, and spirit, while respecting one's cultural connectedness to the `āina of Hawai'i. Ka Mauli O Ka `Āina A He Mauli Kānaka: The Life of the Land is the Life of the People

### **Summary**

Under the direction of the Chief Medical Officer (CMO), the Medical Director plays a three-tiered role for WHC providing direct patient care, managing medical providers, and leading health center-wide efforts. At each level, the Medical Director works toward the Quadruple

Aim of enhancing patient experience, improving population health, reducing costs, and improving the work life of health care providers. The Medical Director assists the CMO in the general management and administration of WHC, and is responsible for supporting the design, implementation, operation and evaluation of programs and projects as assigned by the Chief Medical Officer. The person must be effective at planning, leading and organizing groups of providers and staff to accomplish particular goals. They must be able to consider patient care, economic and interpersonal implications of decisions and actions and must lead by example. Helps to coordinate clinical activities of the Health Center within the context of the Patient Centered Health Care Home (PCHCH) and in accordance with existing laws, policies, rules, and regulations. This position will work collaboratively with the Chief Medical Officer, Director of Clinical Operations, and other leaders and managers.

The Medical Director first and foremost is a healthcare provider. They must lead by example by providing high quality comprehensive and compassionate patient care, effectively coordinating with the broader clinical team, and adhering to all WHC policies and procedures. In addition, they must be capable of recognizing in their direct patient care experience opportunities for improvement at the managerial and broader organizational level.

As the direct supervisor for the medical providers, the Medical Director must also be an effective manager with attention to detail, planning and evaluation, knowledge of WHC policies and procedures, and the ability to develop and maintain good working relationships with medical providers. Some of the managerial responsibilities include ensuring provider adherence to WHC policies and procedures through oversight and direct feedback, managing provider schedules to maintain patient access to care and ensure organizational financial stability, striving to recruit and retain high quality mission driven medical providers, maintaining and monitoring HR and payroll while also monitoring provider burnout and advocating for providers to promote provider well-being.

The Medical Director is also recognized as a leader of the health center and is broadly responsible for ensuring the quality of care delivered by WHC medical providers. They must possess a combination of analytical, programmatic and communication skills that allows them to take personal and managerial experience in combination with data to formulate or modify organizational policies and programs in order to improve patient care, community health, finances, and provider well being. This includes a myriad of responsibilities including monitoring and responding to quality metrics, overseeing quality improvement projects, overseeing peer review, working with IT to maintain and enhance the EMR, monitoring and responding to productivity and financial metrics that involve the medical providers, as well as other tasks and projects as the need arises. The Medical Provider should be internally motivated and capable of recognizing opportunities for improvement and initializing efforts to act on those opportunities independently. Finally, along with the CMO, the Medical Director also serves as medical expert for the organization as a whole when technical clinical or scientific expertise is needed to help set overall organizational policy.

## **Benefits**

- Health Benefits (Medical, Dental Drug, Vision)
- Employee coverage paid by WHC Employee Retirement Savings Plan 403(b) – Employer match 50% of employee contribution up to a maximum of 4% (effective 1/01/24) of employee wages after six months of employment.
- Flexible Spending Program
- Paid Holidays – 10 Full days and 2 Half Days
- Paid Time Off (PTO): Accrual based on working 40 hours per week
  - 1 to 3 years – Max. Accrual = 120 hours
  - 3 to 8 years – Max. Accrual = 160 hours
  - 8 + years – Max. Accrual = 200 hours
- Paid Wellness Hours (2 hours per pay period based on FTE)
- Wellness Bucks – Up to \$200 annually
- Annual CME Benefits, \$4000 and 5 paid days
- Bereavement Leave
- Makahiki – Employee Appreciation Day
- Jury Duty Pay Casual Dress Friday Longevity Benefit After 5 or more years of service
- Tuition Assistance Program
- Discounted Medical Benefits
- Dental and Vision services provided by WHC Employee Assistance Program (EAP)
- Group Term Life Insurance Supplemental Group Term Life Insurance & AD&D Insurance
- Lifestyle Benefits
- Free Parking

## **Other**

- HPSA Score 19
- Public Service Loan Forgiveness

## **Qualifications**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Demonstrated leadership, team building and change management skills.
- At least three years' experience as a practicing physician is preferred.
- Ability to work with little supervision, ability to be self-directed.
- Previous management and/or supervisory experience preferred.
- Personnel management skills: Ability to evaluate staff clinical competency, quality of job workflow, staff scheduling and appropriate workplace behavior.
- Must have good communication, supervisory and organizational skills as well as a good understanding of patients and workflow processes.
- Quality improvement experience preferred.
- Demonstrated ability to communicate effectively with individuals, groups, and professionals in a culturally appropriate manner.

- Demonstrated ability to work effectively as a member of a team.
- Familiarity with the communities to be served is preferred.
- Experience working in a Federally Qualified Health Center and/or experience working in underserved communities is preferred.
- Experience with Electronic Medical Records system is preferred. Will be required to work on Electronic Medical Records system. Use of email is required.
- Must have enhanced computer skills, word processing, spread sheets, data extraction and reports (Word, PowerPoint, Excel, etc.).

### **Certificates, Licenses, Registration**

- Certificate of graduation from an accredited medical school and completion of residency in the United States required. Board Certification is required.
- Hawaii MD or DO license, Federal DEA, and State Narcotics license required.
- Basic Life Support certification is required.
- Two-Step Tuberculosis clearance is required.
- Hepatitis B clearance via immunization records of 3 hepatitis B vaccines and a hepatitis B surface antibody blood test.
- Proof of full vaccination and booster against COVID-19 is required.