



**COMPANY:** People's Center Health Services, Minneapolis, MN  
**OPPORTUNITY:** Chief Clinical Officer  
**DEPARTMENT:** Clinic Administration  
**REPORTS TO:** CEO  
**HOW TO APPLY:** Please direct interest and applications to Allison Chappelle, Managing Director at Patina Solutions at [allisonchappelle@patinasolutions.com](mailto:allisonchappelle@patinasolutions.com)

## **SUMMARY**

Patina Solutions is working with People's Center Health Services to recruit a Chief Clinical Officer for their organization in Minneapolis. This is a unique opportunity to help to grow and evolve this Federally Qualified Health Clinic (medical, dental, optometry and behavior health integrated care delivery model) and it provides the opportunity to work with a well-respected and impressive CEO that has received numerous awards and accolades for improving health outcomes and reducing the cost of care.

The Chief Clinical Officer is a high level executive position that provides oversight, expertise and leadership to ensure the delivery of integrated and high quality healthcare services are delivered in efficient and cost effective manner to the communities we serve. Responsibilities also include the strategy, development and implementation of innovative clinical programs that include collaboration with CEO and strategic business partners, as well as a wide range of duties and responsibilities that lead to the health of the entire organization. The CCO establishes and promotes professional, clinical, and ethical values and standards to which all medical and clinical staff are expected to adhere. CCO is responsible for the oversight and leadership of medical, dental, behavior health, pharmacy, nursing, radiology and laboratory services.

## **EDUCATION/EXPERIENCE**

- Physician licensed to practice in the state of Minnesota.
- Board certification as Family Practice.
- Minimum of 5 years' experience as a practitioner and 2 years as a leader in a primary care or community clinic practice.

## **KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge of the practice of medicine.
- Strong executive leadership skills.
- Ability to positively influence providers and others to rally behind clinic goals.
- Broad knowledge and perspective; ability to articulate vision, possibilities, strategies and plans.
- Knowledge of Continuous Quality Improvement planning.
- Knowledge of FQHC community clinic standards and operations.
- Knowledge of managed care, Medicare, Medical Assistance and third party payers.
- Ability to see ahead clearly and anticipate consequences and trends accurately.
- Skill in gathering and interpreting data.
- Ability to influence and stimulate others, and build constructive relationships throughout the organization.
- Knowledge of business practices.
- Skill in researching, preparing and presenting comprehensive reports.
- Ability to work effectively with staff, patients, providers, public and external agencies.
- Competence with computer systems essential to include familiarity with Microsoft Word, Power Point, Excel, and EPIC.
- Ability to inspire and motivate others and communicate and sell the vision and the future of PCHS.

## **RESPONSIBILITIES**

### **Organizational Leadership**

- Works closely with the CEO to carry out the organization's strategic plans and policies as established by the board of directors
- Assures the organization and its mission, programs and services are consistently presented in strong, positive image to relevant stakeholders.
- Provides strategic leadership by focusing on visions and distinctive strategies that result in excellent short and long-term performance in clinical, service and financial outcomes.
- Identifies and assesses potential business alliances that are consistent with PCHS's strategic vision.
- Provides the medical vision and advice on the development and implementation of new lines of business
- Oversees design, marketing, promotion, delivery and quality of medical programs and services
- Formulates policies and planning recommendations to the CEO
- Participates in fundraising planning and implementation, including identifying resource requirements, researching funding sources, and establishing strategies to approach funders
- Provides an environment of quality and cost improvement that is data driven and develops systems to review utilization of resources and objectively measure outcomes of care.
- Provides on-going counsel and advice to the CEO on clinical, financial, and administrative matters.
- Develops and prioritizes goals/objectives and work plans, including the definition and measurement of outcomes, which are consistent with the overall organizational strategy and mission.
- Provides oversight and leadership for all medical education programs.
- Participates in annual strategic planning for the organization.

### **Quality Assurance and Improvement**

- Develops the annual Quality Assurance and Improvement Plan (QA/QI Plan), together with CEO, Director of Quality, Senior Dental clinic leader, behavioral health leader and other senior leadership staff
- Meets regularly with Director of Quality and Care Coordination to develop activities across all areas of the organization to support the quality initiatives and annual QA/QI Plan
- Leads integration of quality goals into the daily workflow of all clinical and ancillary staff
- Works together with other leaders in the FUHN network to continuously improve quality through collaboration and shared best practices. Actively participates in quality initiatives in the FUHN network
- Assures that FTCA Deeming application is supported by clinical quality and risk management activities, and that FTCA Deeming application
- Regularly attends conferences to further develop knowledge and skills in improving the quality of patient care in the organization
- Participates in activities for medical directors arranged by Minnesota's Primary Care Association (Minnesota Association of Community Health Centers, MNACHC)
- Participates in activities with ECRI, Midwest Clinician's Network (MWCN) and other organizations concerned with quality

### **Clinic Operations**

- Meets routinely with direct reports to assure high standards of patient flow and clinic functions.
- Assures quarterly chart audits to support Continuous Quality Improvement goals.
- Assures medical oversight of clinical laboratory functions to achieve CLIA standards.
- Assures HIPAA standards for patient care.
- Assists Clinic Director with provider schedules.
- Supports the decisions of the Clinic Director...does not second guess or micro manage.

### **Provider Leadership**

- Assists CEO/HR in the hiring of providers.
- Assists in the orientation of new providers.
- Assures provider team is knowledgeable of Continuous Quality Improvement goals, strategies, and measurement tools.
- Assures provider coding practices are accurate and current.
- Recommends (to the CEO) the granting of provider privileges.
- Assures provider accountability around credentialing process.
- Assures provider productivity.
- Assures annual provider performance review to include peer review, assessment of core competencies, written review and recommendations for compensation are achieved.
- Develops a provider team that includes both physician and mid-level practitioners to best reflect the needs and affordability of the medical clinic.

### **Finance**

- Manages the medical and health budgets in collaboration with the CFO.
- Develops and supports strategies to maximize opportunities to increase revenue.
- Reviews and provides inputs to the weekly provider productivity report. Develops plans to achieve goals. Takes corrective action, proactively, to meet goals. Manages plan to assure success.
- Develops the annual medical and health budgets as requested.
- Assures the implementation of cost effective and efficient patient care service delivery strategies.

### **Clinical**

- Maintains a patient caseload.
- Assures patient medical records are accurate and complete.
- Assures medical record documentation and completion is timely and accurate.
- Assures patient orders are timely.
- Assures all licensure and certification standards are met.
- Assures patients are treated with respect and dignity.
- Assures high standards of patient care. Assures a high level of patient satisfaction with the Clinic.
- Assures the development of continuing education programs for medical clinic staff.