

County of Cook

Human Resources
750 S. Wolcott
Room: G-50
Chicago, IL 60612



Job Code: 8078
Grade: K12
FLSA: Exempt

STANDARD JOB DESCRIPTION

JOB TITLE
Medical Director, Ambulatory Services

DEPARTMENT
Ambulatory Services

Job Summary

The Medical Director, Ambulatory Services develops guides and manages the clinical, educational and research activities of all of the medical staff. The Medical Director provides leadership to the medical staff, including supervising the Clinic physician leads, actively participating in hospital and staff committees and continuing medical education activities and ensuring quality medical care is provided.

This position is exempt from Career Service under the Cook County Health & Hospitals System (CCHHS) Personnel Rules.

Typical Duties

General Administrative Responsibilities

Management

- Contributes to the management of CCHHS staff and CHSS' systemic development and success
- Discusses and develops CCHHS system policies and procedures
- Consistently uses independent judgment to identify operational staffing issues and needs and perform the following functions as necessary; hire, transfer, suspend, layoff, recall, promote, discharge, assign, direct or discipline employees pursuant to applicable Collective Bargaining Agreements
- Works with Labor Relations to discern past practice when necessary

Supervision

- Directs and effectuates CCHHS management policies practices
- Accesses and proficiently navigates CCHHS records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements

Collective Bargaining

- Reviews applicable Collective Bargaining Agreements and consults with Labor Relations to generate management proposals
- Participates in collective bargaining negotiations, caucus discussions and working meetings

Typical Duties (continued)

Discipline

- Documents, recommends and effectuates discipline at all levels
- Works closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements
- Initiates, authorizes and completes disciplinary action pursuant to CCHHS system rules, policies, procedures and provision of applicable Collective Bargaining Agreements

Other Responsibilities

- Assumes responsibility for the medical management of the Ambulatory services
- Monitors and coordinates all medical activities of the clinics including developing medical staff evaluation and medical policies, procedures and programs
- Reviews all policies and procedures directly affecting patient care from other departments across out patient service
- In conjunction with Department Chairperson, establishes short and long-term goals, objectives and programs in accordance with medical by-laws
- Monitors ongoing functions of all departments in the achievement of their stated goals in an efficient and cost-effective manner
- Oversees preparation of an annual operating / capital budget and forward budgetary recommendations to the Chief Operating Officer, Ambulatory Services
- Informs clinical department chairs about applicable policies and procedures of outpatient services and monitors implementation
- Attends and/or chairs required administrative meetings and contributes to the discussion and resolution of identified problems
- Assumes responsibilities for the management of medical staff
- Responsible for oversight of medical staffing for all patient care areas
- Ensures the appropriate numbers of staff are recruited to meet the clinical needs of the clinics
- Coordinates recruitment activities as vacancies occur
- Serves as a resource for all staff physicians' recruitment
- Ensures physicians have proper credentials, and in conjunction with Department Chairs, ascertains the appropriate clinical appointments
- Ensures appropriate conduct and ethical behavior in compliance with the rules/regulations and bylaws of the medical staff
- Utilizes established administrative performance guidelines as the basis for evaluating medical staff in the biennial reappointment process
- Maintains records of all medical staff members, including house staff, regarding licensure and other relevant information
- Responsible for assuring the highest quality of medical care is rendered
- Conducts quality assessments and medical care evaluation activities, including diagnostic tests results, consultation reports, therapy progress notes and other records related to medical care
- Serves as medical liaison between the hospital and accrediting/regulatory agencies
- Assesses and ensures that the quality of care delivered in the meets established standards
- Assesses and ensures that the quality of care delivered in the hospital meets standards established by Joint Commission and other regulatory bodies

Typical Duties (continued)

- Submits to the Joint Conference Committee monthly reports related to Quality Assurance, Utilization Management Safety, Infection Control and Attending Physicians
- Serves as a liaison between the medical staff and the Board and maintains communications between the two
- Performs routine diagnosis and management of patients with general medical conditions. Upon request for consultation from staff member, is expected to provide direct patient care in his/her specialty
- Maintains oversight of the implementation of the physician's assessment aspects of the Resident Assessments
- Assumes the responsibilities of all applicants for appointment and reappointments
- Reviews the credentials of all applicants for appointment and reappointment to the medical staff in accordance with the medical staff bylaws and forwards the information to the Credentials Committee with a recommendation
- Provides information needed to the Credentials Committee on the delineation of clinical privileges
- Assumes responsibility for the continuous quality improvement of patient care and departmental/divisional functions
- Participates in all surveys conducted by various accrediting bodies such as Joint Commission, IDPH, SSH and the medical and surgical specialty board
- Creates an environment for learning linked to knowledge, policies, procedures and ongoing clinical practices of physicians
- Encourages system-wide research activities to foster an academic environment which improves clinical practice and promotes clinical research appropriate to the population served
- Represents the hospital and departments/divisions at medical and professional associates meetings and promote the image of the hospital in outreach efforts for referring hospitals and other organizations regarding patient transfers and shared services
- Facilitates and encourages implementation of programs designed to meet the ongoing continuing educational needs of medical staff
- In consultation with training program directors and/or department heads provides overall monitoring of all staff training programs including continuing medical education and faculty development for attending physicians
- Attending annually ongoing seminars/continuing medical education (CME) sessions related to administrative skills
- Recognizes the needs and behaviors of a variety of age groups of patients treated (i.e., understands child growth and development, normal patterns of adolescent behavior of normal aging)
- Integrates this knowledge and skills into age appropriate response to psychosocial and physical needs and each patient
- Maintains sufficient skills to complete a biophysical and psychosocial evaluation based on age

Reporting Relationships

The Medical Director, Ambulatory Services has a matrix reporting structure reporting both to the Chief Medical Officer and the Chief Operating Officer, Ambulatory Services.

Required Minimum Qualifications

- Doctorate degree (MD, DO) from a recognized and certified professional school
- Board Certification in a Specialty or Primary Care Field
- Valid State of Illinois License
- Credentialed and privileged member of the Medical Staff
- 10 (ten) years of progressive medical management experience in a large, complex, multi-campus health delivery system or organization

Preferred Qualifications

- MBA, MPH MHA or comparable experience

Knowledge, Skills, Abilities and Other Characteristics

- Strong interpersonal skills
- Demonstrates sensitivity and respect in caring for patients
- Excellent written and verbal communication
- Analytical skills, problem solving skills
- Conflict management skills
- Strong decision making skills
- Attention to detail
- Work to deadlines
- Flexibility and adaptability in performing work duties
- Strong project management skills
- Emergency response skills
- Portrays excellent collaborative and team building skills
- Ability to work as a team member, creating and maintaining effective working relationships
- Ability to understand and apply guidelines, policies and procedures
- Knowledge of Microsoft Office products (Word, Excel, PowerPoint) and data analysis software and tools
- Ability to demonstrate respect and sensitivity for cultural diversity, gender differences, and sexual orientation of patients and coworkers

Physical and Environmental Demands

This position functions within a healthcare environment. The incumbent is responsible for adherence to all hospital and department specific safety requirements. This includes but is not limited to the following policies and procedures: complying with Personal Protective Equipment requirements, hand washing and sanitizing practices, complying with department specific engineering and work practice controls and any other work area safety precautions as specified by hospital wide policy and departmental procedures.

Working Conditions and Physical Demands

General office environment where work is generally sedentary in nature, but may require standing and walking for up to 60% of the time. Environment is fast paced and some stress may occur. Visual acumen and manual dexterity for working with computer and keyboards is required.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of the personnel so classified.

For purposes of the American with Disabilities Act, "Typical Duties" are essential job functions.

Approval:

Dr. Claudia Fegan
Chief Medical Officer

Date

Approval:

Gladys Lopez
Chief Human Resources Officer

Date