



CHIEF MEDICAL OFFICER

Position Status: Exempt
Reports To: Chief Executive Officer
Effective Date: 08/06/95
Revised Date: 01/05/22
Job Level: M4

POSITION SUMMARY

Under general policy determination, this position:

1. Provides executive management and leadership of the Alliance Health Services Division, which includes the Quality Improvement and Population Health, Pharmacy, Utilization Management and Complex Case Management, and Community Care Coordination Departments
2. Provides executive leadership related to new business plans, policies, programs and projects to ensure high quality results
3. Participates in strategic planning and goal setting for the Alliance
4. Ensures the quality of services provided to Alliance members
5. Oversees all aspects of the Utilization Management program to ensure appropriate utilization, adherence to program criteria and program performance
6. Ensures the care coordination of services provided to Alliance members
7. Performs other duties as assigned

RESPONSIBILITIES

1. Provides executive management and leadership of the Alliance Health Services Division, which includes the Quality Improvement and Population Health, Pharmacy, Utilization Management and Complex Case Management, and Community Care Coordination Departments, with duties including but not limited to:
 - Directing and controlling activities of a broad functional division through Department Directors
 - Responsible for overseeing employee performance appraisal, hiring, salary administration, training and development, performance management and discipline
 - Approving subordinate budget recommendations and working with executive administration to create annual budget, including providing clinical insight and guidance on medical budget.
 - Maintaining current knowledge of relevant Federal and State laws, policies and directives, and organizational policies and procedures
 - Monitoring legislative and legal changes related to Alliance functions and ensuring appropriate communication of same
2. Provides executive leadership related to new business plans, policies, programs and projects to ensure high quality results, with duties including but not limited to:
 - Developing, recommending, and implementing plans, policies, programs and projects
 - Ensuring development of clear scope and work plans for new efforts
 - Ensuring the establishment of clear and measurable objectives for plans, policies, programs and projects

3. Participates in strategic planning and goal setting for the Alliance, with duties including but not limited to:
 - Anticipating and forecasting industry trends affecting the Alliance
 - Recommending strategic goals and objectives to the Chief Executive Officer
 - Ensuring that decisions and actions align with Alliance strategic priorities
 - Connecting others to priorities and strategy by ensuring effective and timely communication
4. Ensures the quality of services provided to Alliance members, with duties including but not limited to:
 - Developing and evaluating the Quality Improvement Program and plan to ensure the provision of and the continuous improvement towards high quality services for Alliance members
 - Reporting outcomes of quality assurance and improvement activities
 - Developing and overseeing adherence to criteria for provider participation
 - Ensuring that medical protocols and rules are followed by contracted providers
 - Serving as main staff liaison regarding medical issues to physician and provider committees and advisory groups
 - Designing and providing oversight of provider incentive programs
5. Oversees all aspects of the Utilization Management program to ensure appropriate utilization, adherence to program criteria and program performance, with duties including but not limited to:
 - Developing and evaluating the Utilization Management Plan and program, and reporting outcomes
 - Ensuring medical decisions are rendered by qualified medical personnel, unhindered by fiscal or administrative management, and adhering to recognized criteria
 - Overseeing the proper provision of covered services to members
6. Ensures the care coordination of services provided to Alliance members, with duties including but not limited to:
 - Overseeing the development of and evaluating the Care Management Program and plan to ensure coordination of services for Alliance members
 - Reporting outcomes of care coordination activities
7. Performs other duties as assigned

EDUCATION AND EXPERIENCE

- Doctor of Medicine, current license to practice medicine issued by the State of California, Board certification in a specialty recognized by the American Board of Medical Specialties, and a minimum of twelve years of experience in a medical programs administration role in an organized health system, which included experience leading or consulting with one or more of the operational areas overseen by the Chief Medical Officer; or an equivalent combination of education and experience may be qualifying.

KNOWLEDGE, SKILLS, AND ABILITIES

- Thorough knowledge of managed care, clinically and administratively, as well as familiarity with the California Code of Regulations
- Thorough knowledge of California Medi-Cal and Medi-Care

- Thorough knowledge of and proficiency in applying effective leadership and people management skills, including leading team building, facilitating efficient and effective meetings, problem solving, conflict resolution and negotiating with and influencing others
- Thorough knowledge of the principles and practices of program development and project management
- Thorough knowledge of the principles and practices of organizational management
- Thorough knowledge of the principles and practices of customer service
- Thorough knowledge of and proficiency in promoting and applying change management principles
- Working knowledge of the principles and practices of supervision and training
- Working knowledge of public policy and regulatory issues in health care
- Working knowledge of NCQA and CMS standards, Quality Improvement studies, and HEDIS reporting
- Working knowledge of data collection and analysis, and management practices related to quality of medical care
- Working knowledge of State and Federal legislative processes
- Working knowledge of and proficiency with Windows-based PC systems and Microsoft Word, Excel, Outlook, and PowerPoint
- Ability to communicate effectively with health professionals and administrators, both orally and in writing
- Ability to oversee and develop, plan, organize, and direct programs and activities that are complex in nature and regional in scope
- Ability to oversee and measure the performance of a broad range of functional areas, including health services administration, quality improvement and population health, pharmacy, utilization management, and complex case management, and community care coordination
- Ability to review and assess overall division function, including the core work, goals and structure of each department, and oversee the directors' development and implementation of short- and long-term planning to achieve strategic objectives and completion of annual department strategic planning related activities
- Ability to identify new programs, processes and systems to improve productivity and results
- Ability to direct, manage, supervise, mentor, train, and evaluate the work of staff, and assist department directors in doing so
- Ability to promote an atmosphere of teamwork and cooperation, convey the mission and values of the organization, and motivate staff to achieve goals and objectives
- Ability to provide leadership, facilitate meetings, and partner with and guide leaders and staff in the resolution of issues that are complex and may have considerable operational impact
- Ability to interpret, explain, and apply complex laws, rules, and regulations
- Ability to demonstrate strong analytical skills, accurately collect, manage and analyze data, identify issues, offer recommendations and potential consequences, and mitigate risk
- Ability to identify and resolve problems in a timely manner
- Ability to manage multiple projects simultaneously, organize work, and achieve goals and timelines, while holding others accountable
- Ability to demonstrate a collaborative leadership style, build rapport, and effectively manage business relationships and administrative contracts with consultants and vendors

- Ability to foster effective working relationships, influence others, negotiate, and build consensus with individuals at all levels in the organization
- Ability to make presentations and adjust communication style in order to facilitate collaboration and understanding
- Ability to oversee, review and approve subordinate budget recommendations and participate in the development of the annual budget
- Ability to prepare narrative and statistical written reports, oral reports, correspondence and other program documents and maintain organized and accurate records

DESIRABLE QUALIFICATIONS

- Doctor of Medicine in a primary care speciality
- Some knowledge of the medical communities in Santa Cruz, Monterey and Merced counties

WORK ENVIRONMENT

- Ability to sit in front of and operate a video display terminal for extended periods of time
- Ability to bend, lift and carry objects of varying size weighing up to 10 pounds
- Ability to travel to different locations in the course of work

This position description, and all content, is representative only and not exhaustive of the tasks that an employee may be required to perform. Employees are additionally held responsible to the Employee Handbook, the Alliance Standard Knowledge, Skills and Abilities and the Alliance Code of Conduct. The Alliance reserves the right to revise this position description at any time.