



# INDIAN HEALTH CENTER OF SANTA CLARA VALLEY

*Medical • Dental • WIC/Nutrition • Counseling • Community Wellness & Outreach*

**Phone (408) 445-3400**

**Fax (408) 448-1041**

**[www.indianhealthcenter.org](http://www.indianhealthcenter.org)**

## JOB ANNOUNCEMENT

**JOB DESCRIPTION:** CHIEF MEDICAL OFFICER (CMO)  
**REPORTS TO:** Chief Executive Officer (CEO)  
**STATUS:** Regular, Full-Time, Exempt

**BACKGROUND:** The Indian Health Center of Santa Clara Valley is a 501(c)3, nonprofit, community health clinic, located in San Jose, California. We serve people from all walks of life, regardless of race, creed, color, religion, sex, sexual orientation or disability and take pride in serving our diverse patients and clients. Besides having a highly talented Medical and Dental department, the Indian Health Center also has an outstanding Counseling department, Community Wellness Center and Women, Infants and Children (WIC) department.

**POSITION SUMMARY:** Reporting to the CEO, the Chief Medical Officer is responsible for the smooth operation of all Medical Department sites and ensuring the provision of high-quality medical services to patients. Supervises and evaluates the performance of the medical providers and supervisors; updates and maintains medical policies and standards; and participates as a member of the agency's management team in planning, organizing and evaluation services. The IHC is a Patient Centered Health Home and all employees are an integral part of this model of care delivery.

### **DUTIES & RESPONSIBILITIES:**

#### **Chief Medical Officer:**

- Oversees the administration and clinical functioning of all Medical Dept. sites. Leads Medical Dept. staff and sites in providing high quality services and achieving excellent customer service
- Supervises Medical Directors and clinic management staff to ensure that front office staff (reception, medical records, eligibility, referral, AI/AN patient relations) and back office staff (medical assistant), policies and procedures are consistent with the provision of high quality services
- Supervises the Director of Clinical Services and has oversight of CWO.
- Hires, trains, supervises, disciplines, and evaluates Medical Dept. providers, including internal medicine, family medicine, pediatrics, psychiatry, podiatry, and other specialties as needed
- Leads efforts to achieve designation of the Medical Dept. as a Patient Centered Medical Home, and other projects to align the Medical Dept. with health care reform initiatives
- Initiates and leads projects that improve medical services and develop best practices, i.e. training of Medical Assistants as health educators. Participates in



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projects with other community clinics and the county hospital to ensure timely access to medical care

- Leads and oversees the Quality Improvement (QI) program for the Medical Dept. Oversees development of a system to track, report and improve medical indicators including GPRA, HEDIS and HRSA performance measures. Supervises QI staff and ensures that the Medical Dept. tracks and improves the quality of care
- Conducts medical chart and peer review on an ongoing basis to ensure the provision of high quality services
- Oversees the preparation for audits and accreditation
- Directs compliance efforts with all state and federal laws and regulations including HIPAA, sexual harassment, Scope of Practice, OSHA, etc.
- Ensures the patient satisfaction with Medical Department services is high
- Ensures that medical and nursing policies and procedures are complete, support provision of high quality services, and are consistent with state and local law on an ongoing basis. Develops and approves protocols used by the Medical Department
- Determines in-service training for staff to ensure high employee morale and excellent customer service
- Participates in external meetings and projects to promote the Indian Health Center of Santa Clara Valley (IHC) and establish the agency as a core provider of safety net services
- Completes or supervises the completion of required reports
- Participates as a member of the agency's management team in strategic planning and organizing agency-wide initiatives and projects
- Participate as a proactive representative of the Patient Centered Health Home
- Perform duties utilizing the Team-Based Approach
- Performs other duties as assigned

### **Physician:**

- Provides medical services to patients of all ages as appropriate for specialty and licensure
- Provides emergency services when appropriate
- Makes referrals to appropriate sub-specialists for specialized examination, diagnosis, and treatment
- Coordinates with other departments to insure adequate follow up and continuity of care
- Works with other clinic health professionals in providing comprehensive high quality care to patients
- Performs other duties as assigned

### **REQUIRED QUALIFICATIONS, KNOWLEDGE & ABILITIES:**

- Possession of a Medical Doctor degree from an accredited college or university



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- Possession of California Medical License in good standing
- 2 - 5 years of clinical experience, preferably in a community clinic setting
- Supervisory experience
- Knowledge of sound medical techniques and ability to adapt them to be culturally appropriate
- Ability to maintain strict confidentiality
- Demonstrated ability to be self-directed and results-oriented
- Demonstrated ability to be well organized, discrete, and an effective educator
- Attention to detail and ability to multi-task
- Ability to lead a diverse team of staff
- Flexibility, initiative, and reliability
- Excellent customer service, verbal, and written communication skills
- Ability to use all Microsoft and Window computer applications
- Knowledge of and ability to relate to the American Indian community and other minority populations
- Demonstrated ability to work with health care and human services professionals
- High degree of professionalism, diplomacy, and ability to interact with staff, clients, community members, and others.
- Demonstrate ability to perform multiple administrative functions simultaneously in an accurate, organized, and efficient manner
- Knowledge of office systems. Computer literacy and knowledge of Windows environment and popular software (e.g., Microsoft Office Suite and EHR systems )
- Flexibility, initiative, reliability, and creativity
- Possession of a valid California Driver License, automobile insurance, and a clean driving record
- Ability to maintain strict confidentiality

Preference is given to qualified American Indians/ Alaskan Native in accordance with the American Indian Preference Act (Title 25, U.S. Code Section 472, 473 and 473a). In other than the above, the Indian Health Center of Santa Clara Valley is an equal opportunity employer including minorities, women, disabled and veterans.

Please send resumes and cover letter to [racupido@ihcscv.org](mailto:racupido@ihcscv.org).