

Director of Medical Operations

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Company: Community Hospice & Palliative Care

Location: Mariano Acosta

Category: other-general

Jacksonville, FL 32205 The Director of Medical Operations Northeast FL provides the duties and responsibilities outlined in this job description. The Director of Medical Operations North Central FL plans and coordinates the medical programs and activities of the organization in North Central, Florida, to ensure the delivery of high-quality care, in a cost-effective manner, while meeting all compliance standards.

This position works closely with the Chief Medical Officer for purposes of compliance with 42 CFR § 418.102 Condition of Participation: Provides medical leadership and management to the organization in support and achievement of Community Hospice & Palliative Care's strategic initiatives, goals, and mission. The Director of Medical Operations Northeast FL is responsible for developing and implementing standards of practice for all practitioners. Provides leadership to the medical staff in Northeast Florida, and communicates the vision and strategic plan of the hospice program.

2. Participates as a member of the senior management team to develop and implement the organization's strategic plan, annual budget, clinical scope of services and annual goals.
3. Develops strategies for improving quality care, and strengthening the growth and image of Community Hospice in the community
4. Responsible for the development and implementation of standards of practice for all practitioners.
5. Participates in development and revision of policies and procedures of medical care, including pain and symptom management.
6. Maintains the physician schedule for coverage of all patient care needs in all settings. Is

available, or designates an alternate physician to be available, for telephone consultation or visits 24 hours a day, seven days a week. Provides backup medical coverage for inpatient centers during absence of their Senior Medical Directors, Medical Directors, or Associate Medical Directors.

7. Remains current in knowledge of all hospice regulations and laws applying to the operation of the hospice and the clinical care and techniques of hospice and palliative medicine through continuing medical education, conferences, meetings, home study and consultation with legal counsel, regulatory and accrediting bodies and other experts in the field.

8. Employs and manages all practitioners and medical staff in Northeast Florida. Manages the training of medical staff, contracted medical staff, medical students and resident physicians and participates in the training of other hospice medical professionals and nursing, social work and chaplain students through lectures, case presentations, interdisciplinary team meetings, home visits and inpatient rounds.

9. Monitors the interdisciplinary team physicians' home visits, and assures appropriate documentation for medical records and coding for reimbursement.

10. Provides assistance to hospice marketing representatives by visiting and educating the community physicians how hospice care benefits their patients and practice.

11. Provide timely diagnosis and signature on death certificates.

12. Collaborates with attending physicians to interpret the hospice program and promote optimum care.

13. Resolves conflicts with physicians in reference to patient care issues. When a medical expert is needed, assists in the resolution of high-risk patient and family issues.

14. Confirms patient diagnosis and prognosis at time of referral, reviews admissions to, and discharges from, the hospice program in Northeast Florida.

15. Acts as a resource for the referral coordinator in evaluating patient medical condition and nature of the medical plan of care. This responsibility may be delegated as needed to other Community Hospice medical staff.

16. In conjunction with the Utilization Management Committee, recertifies continued terminal prognosis for all patients in the hospice program in Northeast Florida.

Specifically, confirms all patients' appropriateness for hospice care at prescribed Medicare/Medicaid benefit period intervals and evaluates those patients on the hospice program for longer than 210 days as often as deemed necessary to confirm a terminal prognosis even prior to the required 60-day recertification period.

17. Assists with the interpretation, analysis and teaching of hospice data, regulations and practice with staff, volunteers, consultants, business partners, customers, community members, patients and their families and regulators.

18. Reinforces and educates through physician-to-physician contact about specific cases, the value of hospice services, and the full scope of hospice care for patient and family.

19. Other duties assigned by the Chief Medical Officer.

Education/Experience:

Doctor of Medicine or Osteopathy degree from an accredited medical school with a current Florida license.

Must be eligible for or have membership, in good standing, on the medical staff of at least one of the accredited hospitals in the Community Hospice service area.

Minimum of five (5) years of medical experience in a hospice, hospital, skilled nursing facility and/or home health agency. Experience with oncology, home health or hospice care delivery is desirable.

At least two (2) years in a management or executive level position that included supervision of other physicians, budget accountability and program development responsibilities (preferred).

Required Licenses/Certification:

Current Florida Medical License.

Controlled Substance license.

Board Certified in Primary Specialty and (ABIM) Board eligible in Hospice and Palliative Medicine. Must be board certified within two years of hire date.

Must have privileges at one or more hospitals commonly serving patients in that hospice's service area.

Current State of Florida driver's license with driving record acceptable to Community Hospice insurance carrier, and reliable transportation.

Knowledge of hospice and palliative care medicine.

Knowledge of regulations / CoP's and compliance.

Excellent interpersonal and communications skill.

Demonstrated ability to work non-judgmentally with persons of varied cultural, religious and socioeconomic backgrounds and lifestyles.

Attendance is an essential function of this role, as is the ability to handle stress and get along well with others.

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