

Program Medical Director (no RDH resp)

< program name >

Role overview

The Program Medical Director (PMD) provides regional leadership to support the successful delivery of a care and service Programs within Fraser Health. This senior leadership position is accountable in partnership with the Executive Director (ED) for the budget, planning, delivery, operations and performance of a Regional Program situated at hospitals, residential & assisted living facilities and in the community.

The PMD is accountable for leading the assigned Regional Program from a systems perspective and provides strategic and operational leadership to achieve quality and operational performance for a full range of health services from a patient/client/resident focused approach.

This position reports to the VP Medicine and Regional Programs.

Key areas of involvement**Quality, Standardization and Performance**

In partnership with the ED, the PMD will support clinical staff within the program to effectively meet quality and standardization deliverables. Specifically...

1. Ensure appropriate regional standards of care and practice are developed and implemented across the program on an inter-disciplinary team basis.
2. Ensure effective quality improvement, patient safety and risk management activities occur within the program and are achieving intended results.
3. Establish effective communication mechanisms (quality and performance improvement network) across the program to allow sharing of best practices and strategies for adoption of best practices.
4. Advocate for resources and other supports across FH including but not limited to professional practice, quality, health and business analytics.
5. Work closely with the FH leaders and HAMAC to ensure alignment with FH quality and patient safety priorities .
6. Support the development and adoption of information systems and information management systems within the program that effectively support the standardization and quality of care.
7. Involve Medical Staff members in the development of performance measures and reporting of outcomes for the program.
8. Monitor and ensure compliance with program based quality targets.
9. Monitor and evaluate the utilization of FH resources by members of the Medical Staff aligned to the program to ensure effective and efficient use of resources.
10. Meet regularly with the SMD and RDH regarding ongoing issues of patient care impacting the performance of the program. Develop actions plans for issue resolution.

Recruitment and development

1. In collaboration with the RDH and SMD conduct physician resource planning for the program.
2. Work collaboratively with EMD Physician Partnerships and Development to ensure that all contracts with physicians are managed effectively and in compliance with FH policies and procedures credentialing and discipline of members of the Medical Staff.
3. Ensure that Medical Staff members within the program understand and comply with the Medical Staff Bylaws, Rules and Regional Department and FH policies
4. Oversee/supervise the work of the Regional Department Head (where relevant), responsible for quality and utilization management.
5. In collaboration with and in support of the RDH address standards of medical practice including issues regarding performance and behaviours of Medical Staff members aligned to the programs.
6. Ensure new Medical Staff members are adequately oriented to the program performance objectives, policies and standards of practice to allow their smooth integration into the interdisciplinary team.

Research and Teaching

1. In collaboration with the Executive Director, RDH and other senior leaders in FH promotes an environment that actively supports teaching and research activities in the program.

Budget and Operational Planning and Control

1. In partnership with the ED share accountability for operational plans and budgets, including capital and operating budget, for the program to meet clinical needs of the population.
2. In collaboration with the ED, identify and advocate for site specific needs in partnership with site leadership, community organizations.
3. In partnership with the Executive Director, monitor and ensure the effective, efficient utilization of program resources - human, financial, space, physical and clinical.
4. Co-lead with the Executive Director and program teams, mechanisms to monitor performance to budgets; develop and implement mitigation strategies where required.
5. Develop strategies to enhance Medical Staff member's understanding of the budget process and support involvement of Medical Staff members throughout the process.

Leadership and Regional Coordination

1. Provide leadership through mentoring, coaching, and modeling a collaborative working style and leading by influence and respect.
2. Maintain a high degree of visibility by regular visits to each hospital, residential & assisted living facility and community office in which the program is active.
3. Co-lead with the ED strategic and operational planning of the program across Fraser Health (FH).
4. Co-lead with the ED initiatives to achieve integration, standardization and consolidation (where required) within the program.

5. Meet with inter-disciplinary clinical leaders, administrators, and program team members to support the alignment of medical staff practices with other activities and initiatives/activities of the inter-disciplinary program team.
6. Ensure that program Medical Staff members' activities are consistent with the overall strategic and operational direction of the program and aligned with FH strategies.
7. Liaise with the other PMD and RMD to ensure the program's services are coordinated to support a spectrum/continuum of care and service to the patients/residents/clients of FH.
8. Co-chair, with the ED, program based committees including but not limited to quality committees and ensure its compliance with its terms of reference.
9. Assist when required in the investigation of complaints regarding care provided by Medical Staff within the program, in collaboration with the RMD/RDH and relevant Local Department Heads.
10. Represent the program in public relations initiatives as requested on issues of Medical Staff policies, procedures, and quality of care.

Strategic and Policy Advice

1. Provide senior medical administrative leadership and decision making, in relation to professional and strategic matters related to the program.
2. Provide Medical Staff leadership for the planning and development of policies that support the integration and standardization of the program; ensure a systems perspective to link individual program needs to the wider health system.
3. Attend HAMAC and provide advice and consultation on strategic and policy matters.
4. Advise RDH and the Local Department Heads of any concerns relating to the granting of privileges to members of the Medical Staff for practice within the program.
5. Provide advice and recommendations regarding cancellation, suspension, restriction, non-renewal, or maintenance of the privileges of members of the Medical Staff practicing in the program.

Performance Reviews

Where relevant, participate in the formal performance reviews of RDHs based on the service requirements and performance expectations.

Where relevant, make recommendations to the VP Medicine and Regional Programs for regular renewal of RDHs.

Dispute Resolution

Mediate disputes involving members of the Medical Staff, including other medical leadership as appropriate.

Medical Legal Issues

Identify potential liability issues and legal concerns and provide advice for specific cases/files to appropriate medical leaders and/or FHA legal counsel as required.

Leadership Development

Actively participate in professional development activities in management and leadership as agreed with the VP Medicine and Regional Programs.

Performance Evaluation

Establish leadership goals and role performance objectives consistent with the *PerformanceLink* process.

The PMD's performance shall be evaluated via *PerformanceLink* by the VP Medicine and Regional Programs and may include inter-disciplinary peer input from, but not be limited to:

- VP Regional Hospitals and Communities/VP Community Hospitals and Programs
- Medical Directors (Sites, Regional, Program, Executive)
- Executive Directors
- Medical Staff

Qualifications and Experience

- Eligibility for membership on the FH Medical Staff
- Five (5) years leadership experience within the healthcare sector
- A Master's degree in health administration or business administration is preferred and experience in program leadership is highly desirable
- Additional leadership training is preferred
- Experience with budgetary and operational planning is desirable.

Leadership Competencies

- General
 - Possesses excellent interpersonal skills and can work effectively with a diversity of personalities, being approachable and showing respect for others
 - Demonstrated ability to interact with and lead the broader physician community.
 - Demonstrated leadership in roles to lead and move forward complex organizational change issues across health service programs to support broad transformational objectives.
 - Demonstrated ability as an effective consensus builder able to work through influence rather than formal authority.
 - Demonstrated leadership abilities to incorporate program/site needs within the broader context of the health delivery system and multiple program requirements.
 - Demonstrated ability to work and lead within a matrix reporting structure.
 - Sound working knowledge of planning concepts related to service delivery, budgetary, staffing, quality and strategic initiatives.
 - Proven verbal and written communication and presentations skills within a senior leadership capacity.
 - Proven proficiency leading practice of the field of health program leadership.

- LEADS Competencies
 - Leading People: acting with integrity and trust; building a team environment; communicating clearly; and fostering the potential of others.
 - Leading Change: striving for personal mastery; leading with Vision; inspiring and engaging; and, promoting innovation.
 - Partnering: focusing on customers and engaging stakeholders.
 - Achieving Results: understanding and demonstrating accountability.
 - Business Acumen: managing resources; possessing health environment and political awareness.

Time commitment

It is expected that the role will require _____ FTE (___ hours/wk) and a presence in the role over _____ days per week.

Compensation

Based on HEABC **Medical Leadership – Profiles & Compensation for FFS Physicians** the compensation for this role will be XXXX

Term

The term of appointment as PMD shall be for three (3) to five (5) years, renewable upon the recommendation by the VP Medicine and Regional Programs. In recommending renewal of a PMD consideration shall be given to the results of performance reviews.