



POSITION DESCRIPTION

Chief Medical Officer

Reports to: President & CEO

Position Status: Exempt

Supervises: Medical Directors, Medical Advisors Effective Date: 5/1/23
Executive Assistant & Project Manager

Other Key Relationships: NKC Executive Team and Clinical Leaders throughout the organization, Physician Groups, Nephrologists, and other Identified Specialists.

GENERAL SUMMARY

Directly reporting to the CEO and part of the Executive Team, the Chief Medical Officer (CMO) is the leading physician clinical leader at Northwest Kidney Centers (NKC) and plays an integral role in ensuring the organization is delivering outstanding clinical care that reflects best practices within a value-based care paradigm for our patients with a primary focus on kidney care and dialysis. The CMO leads the Medical Directors and associated Program Leaders in partnership with nursing leadership to promote a transparent performance improvement culture based on teamwork, metrics, clinical excellence, and efficiency.

The CMO serves as a lead position within NKC to work with all key constituencies including physician groups, local hospitals, healthcare systems, advocacy groups, other kidney care/dialysis organizations and coalitions, and serves as the NKC spokesperson on policy and advocacy positions as well as other media requests and inquiries. This position oversees all research and physician training or education efforts including the fellowship program.

The CMO plays an integral role in helping set the strategic direction of the organization and helping design, build, and implement key initiatives to achieve critical objectives related to clinical excellence, efficient growth, and financial performance. The CMO leads efforts and initiatives related to physician engagement, referral patterns/growth, medical director selection, medical staff education, clinical standards, and protocols.

KEY RESPONSIBILITIES

Liaison with Medical Staff and other Key Stakeholders

- Leads vetting and selection processes of medical directors and all related day-to-day supervisory and management activities.
- Oversees and facilitates compliance with federal, state, and other regulatory bodies.
- Strengthens the culture of accountability and teamwork, providing visible leadership, including routine visits to all referring and targeted physician groups.
- Leads the medical staff, including all related meetings, to drive engagement, increase awareness of organizational priorities, and continuously work on performance improvement.
- Oversees implementation of the medical staff credentialing program and medical staff compliance with the medical staff bylaws.
- Designs and implements plans to build relationships with key stakeholders in the local market, including local integrated delivery systems, referring nephrologists, and other providers of primary or kidney care.
- Develops and strengthens relationships with national entities to enhance the organization's visibility and reputation in the marketplace, including participating in key advocacy and healthcare policy issues related to the NKC patient population.
- Serves as a clinical spokesperson for NKC to patients, hospitals, health partners, the ESRD Network, and the public, as requested by the Marketing and Communications Department.

Quality and Safety Management

- Oversees clinical care provided by Northwest Kidney Centers in all locations, which includes helping to establish clinical standards, protocols, policies, and monitoring of overall performance.
- Strives to ensure that state-of-the-art dialysis care is provided to NKC patients and best possible quality and safety outcomes are achieved in a cost-effective manner.
- Helps design and implement strategies to reach patient satisfaction and clinical quality goals.
- Oversees all aspects of quality assessment and performance improvement (QA/PI) endeavors as required and modified by CMS.

- Leads the MEC in partnership with the Chair and collaborates with and supports the board of trustees, foundation board, and subcommittees as requested.

Utilization and Operations

- Actively works to identify and implement initiatives related to cost containment and financial improvement including engaging medical staff where appropriate.
- Approves and oversees involvement of faculty-supervised nephrology fellows.
- Approves all research activity involving NKC patients and policies pertaining to such research involving NKC patients and staff.

Strategic Planning and Development

- Provides overall strategic direction including helping the organization anticipate and adapt to changes in healthcare delivery for patients with CKD and kidney failure.
- Assists in the evaluation and establishment of additional related clinical programs, services, and technologies that help support the overall objectives of NKC, including financial performance and clinical excellence.
- Collaborates on the planning, design, and construction of new clinic sites, including overseeing implementation of water and dialysis technology.

CUSTOMER SERVICE STANDARDS

Staff are responsible for demonstrating good customer service and professionalism.

1. **CONSIDERATION:** Greet customers promptly; show courtesy; recognize customer's needs; respect privacy.
2. **CONCERN:** Listen to customers; express appreciation, be non-judgmental; take responsibility.
3. **CONFIDENCE:** Show a positive attitude; take personal initiative; inform; educate and reassure; provide prompt follow-up.
4. **CONDUCT:** Hold appropriate conversations; maintain a professional appearance; establish teamwork; show professional competency.

JOB CONDITIONS

Must be able to communicate effectively in English over the telephone, in writing, and in person. Duties and responsibilities are performed in both clinical and office settings.

Physical activities require the ability to stand, walk, stoop, kneel, crouch, reach, lift; fingering, grasping, talking, hearing, and repetitive motions of hands, wrists, and fingers. Requires a high-level of hand-eye coordination. Must have strong visual acuity to read, inspect information on monitors, and inspect technical documents.

Physical requirements include the ability to lift/move objects weighing up to 30 pounds occasionally, and up to 10 pounds frequently. The individual in this position operates the phone, computer, copier, and other office equipment as required. Demonstrated skills in Microsoft Office Products and knowledge of clinical software programs are required.

EDUCATION AND EXPERIENCE

Must be a Board- Certified Physician, in the state of WA, in good standing. Minimum of five to ten years' experience providing medical direction and supervision of teams. Experience and knowledge of multi-ethnic and community- based dialysis clinic environments.

The above statements are intended to describe the general nature and level of work performed by people assigned to this classification. They are not to be considered as an exhaustive list of all job tasks performed by people so classified.

REVIEW AND APPROVAL

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Vice President of Human Resources/CHRO

5/1/2023

Date