



Position Description

Action Requested:	Revised position	Date completed:	02/23/2010
Prepared by:	C. Grueber/C. Slusarenko	Phone:	

Note: Employees must be able to perform the essential functions of the job with or without reasonable accommodations. All individuals with disabilities are encouraged to seek reasonable accommodation.

1. GENERAL POSITION INFORMATION:	
CLASSIFICATION/JOB TITLE Unclassified Administrative	CLASSIFICATION/JOB # 18X/445733
WORKING TITLE (IF OTHER THAN CLASS TITLE) Medical Affairs Program Manager	EMPLOYEE GROUP UNCLASSIFIED ADMIN
POSITION NUMBER 85802	FTE 1.0
EMPLOYEE NAME	DEPARTMENT NAME/ORG NUMBER Medical Affairs/36509001
MISSION GROUP Hospitals Clinics	SUPERVISOR & TITLE Chuck Kilo, MD, CMO
MANAGER/DIRECTOR & TITLE Chuck Kilo, MD, CMO	

2. POSITION SUMMARY: <i>Provide descriptive statements which outline the purpose of the position.</i>
Lead and direct the design, execution, and management of the Medical Affairs Program for the OHSU Health System and the OHSU Family Practice Plan. Responsible for provider appointment/reappointment process that is essential to assuring patient safety, maintaining state licensure, meeting The Joint Commission accreditation requirements, complying with delegated credentialing agreements with health plans, and minimizing malpractice risks. Oversee and manage the Medical Affairs Program's credentialing/recredentialing process and the privileging and profiling system to assure provision of clinical services within the scope of providers' licenses and ability to perform privileges granted for approximately 1500 enterprise-wide providers. Provide leadership and support for medical staff governance functions and responsibilities. Assist in the development of policies and reports and conduct on-going review of Medical Staff Bylaws and policies and procedures to address organizational needs and changes. Facilitate and assist the Chief Medical Officer and Medical Director for Medical Affairs as well as the Chair of the Professional Board regarding medical staff organization, credentialing and privileging.

KEY RESPONSIBILITIES: <i>Essential functions indicate those key responsibilities that meet one or more of the following descriptors: (1) the position exists to perform the function, (2) the number of employees available to perform the function is limited, (3) the function is so highly specialized that the person is hired for his/her expertise or ability to perform the function. The percentage of duties must equal 100%</i>		
Key Responsibilities & Performance Standards	% Of duties	Essential Function (Yes/No)
1 Administration/Management: Lead and collaborate with organizational and medical staff leadership to establish and implement Medical Affairs Program goals and objectives. Responsible for activities that assure compliance with regulatory obligations while working cooperatively with hospital, clinic and medical staff departments/programs. Conduct annual program evaluations and develop goals consistent with strategic plan. Support medical staff organization activities that include credentialing, privileging, quality improvement activities, and medical staff organization governance. Responsible for hiring, managing, evaluating, and if necessary, disciplining all staff within the Medical Affairs Program. Direct the position of Supervisor	30	YES

<p>responsible for day-to-day credentialing and privileging activities. Prioritize, train, and assign work to ensure timely appointments, reappointments and enrollment of providers who bill through the hospital. Collaborate with and generate provider-specific information from the Quality, Infection Prevention and Control, Patient Safety and Clinical Risk, and Regulation and Accreditation Programs as well as the Patient Relations and Corporate Compliance departments, and statutory agencies for clinical review and decision-making by clinical service chairs, chiefs of service, Credentials Committee and Medical/Professional Board of Medical Staff. Analyze data to identify performance improvement opportunities. Manage and act on complex issues requiring research or referral originating from these groups. Provide reporting and action plan leadership. Support medical staff governance and provide professional staff support to Chair of the Professional Board. Provide leadership, management, and operational oversight of medical staff organization support services. Work collaboratively with the Chair of the Professional Board and additional medical staff leaders (appointed, elected, volunteer, and paid) to plan, organize, direct and coordinate the programs and activities of the medical staff to ensure that the strategies of the medical staff are supported and attained goals and plans are realized; this includes adherence to the requirements of regulatory and accreditation bodies that are relevant to the organized medical staff. Plan, formulate, and recommend for approval of the Professional Board policies, procedures, programs, and other strategies which will further the objectives and requirements of the Medical staff. Coordinate and maintain medical staff governance documents such as medical staff bylaws, rules and regulations, related documents, and policies and procedures of the medical staff. Assure that there is ongoing review of existing policies and governance documents and recommend changes to the Professional Board as needed. Coordinate implementation of all approved programs, projects, and major activities of the medical staff. Provide resources to medical staff leaders to assist them in carrying out their responsibilities, Complete specific tasks assigned by the Professional Board and/or the Chair of the Professional Board. Oversee the planning, implementation, execution, and evaluation of special projects.</p>		
<p>2 Consultation: Annually review medical staff policies and procedures and recommend changes in order to comply with regulatory and accreditation requirements and to support organizational strategic objectives. Manage clinical services' core privileging processes ensuring triennial revisions and facilitating multidisciplinary input for new treatments and technologies requiring specific training and experience. Provide consultation, interpretation and advice to academic departments on these matters.</p>	30	YES
<p>3 Collaboration: Collaborate with ITG, OHSUMG, FPP, EPIC, Graduate Medical Education, and Business Development and Strategic Planning to design, implement and manage a centralized provider information system utilizing a credentialing database that supports and interfaces with organizational databases and units requiring provider data. Conceptualize and direct progress towards an electronic communication system that supports automated communications, approvals, and a paperless credentialing system.</p>	15	YES
<p>4 Coordination: Partner with Managed Care Contracting in negotiation and renegotiation of delegated credentialing agreements with health plans. Ensure health plan audits are conducted as requested and required by contract. Attend contracting meetings as required.</p>	10	YES



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5 Compliance: Maintain current working knowledge of regulatory obligations related to medical staff credentialing and privileging. Identify gaps between OHSU policies and processes and accreditation requirements. Maintain a constant state of readiness for unannounced survey activities. Collaborate with Oregon Board of Medical Examiners and other state agencies to expedite application, licensing and verification processes. Maintain familiarity with Oregon Administrative Rules related to licensure.	15	YES
6		
7		
8		

4. SUPERVISORY RESPONSIBILITIES:

	Direct	Indirect
Number of employees this position supervises:	7.0	
Job titles of employees supervised: Supervisor, Credentialing Coordinators (Administrative Coordinators), Computer User Analyst		

5. FISCAL RESPONSIBILITIES: Select the item below that most closely matches the level of supervisory and fiscal responsibility:

<input type="checkbox"/>	Monitors expenditures against departmental budget; prepares necessary documentation for supervisor review/approval; tabulates budgetary data, calculates figures, and checks for accuracy.
<input checked="" type="checkbox"/>	Analyzes departmental budgetary data, verifies figures, and develops budget proposals; recommends allocation of budgetary funds.
<input type="checkbox"/>	Has full responsibility for departmental planning, forecasting and final approval of budget. Indicate estimated budget amount: \$
<input type="checkbox"/>	None of the above.

6. QUALIFICATIONS:

As part of the qualifications requirement, the following Core Competencies are expected of all OHSU employees regardless of their position within the organization.

Accountability:	Ability to establish mutual agreements that result in clear responsibility, taking personal action to accomplish an agreed result and assuming personal responsibility for the results of behavior and actions.
Integrity:	Actions are consistent with ethical values. Honest in communication and actions.
Diversity:	Honors the uniqueness of each individual. Functions effectively and respectfully within the context of varying cultural beliefs, behaviors and backgrounds.
Respect:	Demonstrates consideration and appreciation for colleagues, clients and customers.



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Service Orientation:	Seeks opportunities to improve the work and work environment to better meet the needs of internal and external customers.
Teamwork & Collaboration:	Works cooperatively and productively with others to achieve shared goals.
Communication:	Demonstrates the ability to convey thoughts and ideas as well as understand perspective of others.

Additional competencies listed below apply to employees in a leadership position.

Systems Thinking:	Ability to see and understand whole systems and how elements within systems relate. Works cooperatively with others to use appropriate systems strengths, knowledge and cooperation to improve performance.
Managing Resources:	Meets performance goals and budget targets. Effectively manages departmental resources. Understands OHSU's financial systems and uses them effectively. Demonstrates the financial acumen for managing budgets aggressively. Effectively manages vendor relationships to maximize contributions.
Change Leader:	Ability to act and provide leadership throughout the change process. Engages employees in the entire process and develops commitment for sustaining change.
Developing Organizational Talent:	Ability to recruit, retain and develop high performing individuals aligned with OHSU's goals and values. Completes performance reviews and development plans for all direct reports on time.

Qualifications	Required	Preferred
Education:	Bachelor degree in health services area or Hospital/Business Administration required	Masters preferred
Experience:	3-5 years health care credentialing, contracting, quality management or Medical Affairs experience in acute care hospital, clinic or payor setting, or equivalent experience	
Job Related Knowledge, Skills and Abilities (Competencies):	Previous management experience; knowledge of group dynamics; basic understanding of statistical and data analysis, reporting and facilitating problem solving; good working knowledge and ability to apply regulatory/accreditation standards related to key services including The Joint Commission, NCQA, OARs; excellent presentation, oral and written communication skills required with strong analytic, problem-solving and project management skills; demonstrated ability to deliver training and conduct effective meetings	Experience in third party payor environment with exposure to appeals and grievance procedures is preferred



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Registrations, Certifications and/or Licenses:		
Compliance:	<ul style="list-style-type: none"> - Code of conduct - Respect in the workplace - Applicable policies, procedures and agreements related to position, department or OHSU as a whole 	Not applicable

7. WORKING CONDITIONS: *This may include such items as work schedule, work location, travel and environmental exposures such as noise, human tissues/fluids or radiation.*

Normal office environment. Generally follows M-F work week 08-1700 with variability depending on project needs.

8. PHYSICAL DEMANDS & EQUIPMENT USAGE: *This describes the physical requirements necessary to perform the essential functions of this position. Example: Ability to carry and lift up to 50 pounds. Ability to stand for four continuous hours a day.*

Normal office environment. Frequent walking between buildings or on units. May intermittently be required to stand for long periods of time.

9. SIGNATURES/APPROVALS:

My signature denotes that this position description is an accurate and correct statement of the essential functions, responsibilities and requirements assigned to this position.

	Type Name	Signature	Date
EMPLOYEE			
MANAGER/SUPERVISOR			

Please attach a current organizational chart if available.

Forward the electronic copy of the Position Description to Compensation and retain the signed copy at the departmental level.