



Position: Chief Medical Officer
Status: Part Time 30 hours per week or Full-time, Exempt
Salary: Based on Experience and Qualifications
Location: Akron and Cleveland

Organization Mission Statement

Asian Services In Action (ASIA) strives to serve, support, and advocate for Asian Americans and Pacific Islanders (AAPIs), and immigrants and refugees, so they prosper and flourish. ASIA ICHC is the largest health and human services agency serving the Asian American/Pacific Islander (AAPI) community of Northeast Ohio. ASIA runs two federally qualified health centers—one in Cleveland and one in Akron—that specialize in linguistically and culturally competent care for immigrants and refugees. ASIA-ICHC, offers evidence-based quality healthcare including substance abuse and mental health services.

Duties and Responsibilities

The CMO will report to and work closely with the CEO. He/she will also partner with other senior leaders and the Board of Directors to develop and implement strategies across the organization, including policies and plans to meet ICHC's short- and long-term objectives. He/she must have excellent leadership, and communication skills who is prepared to lead by example. He/she must be able to adapt to a continually evolving environment, be operations-savvy, and thrive in an autonomous and fast-moving workplace. The Chief Medical Officer is responsible for providing both administrative oversight and primary care. In coordination with ASIA's ICHC Executive Team, CMO is responsible and accountable for all clinical, administrative, and performance improvement activities in the health center.

Administrative and Clinical Duties:

- The development and implementation of systems and processes that ensure the highest quality of care, patient safety, and evidence-based medicine standards.
- Serves as the clinical strategist for ASIA's ICHC Management Team, the Leadership Circle, and representative of the medical profession to senior executives, the board of directors and community at large.
- Overseeing, directing and supporting the rendering of medical management decisions that maximize benefits for patients while pursuing and supporting corporate objectives Fully participates in all HRSA and OSV readiness activities and audits.
- The CMO works in conjunction with the CEO, CFO, COO, Director of Operations and with various clinicians to discuss actual, potential, and alleged risk management cases and potential system improvements to improve care at all medical sites.
- Regularly reviews and revises medical care policies and protocols as standards of care are revised and/or as directed by licensing, funding and program organizations.
- Ensures the development and maintenance of statistical data related to patient care and patient outcomes, to continually improve medical practices.
- Conducts regular chart reviews and audits on a spot-check basis in addition to, and as part of, ongoing Quality Assurance programs.
- Initiates and monitors a referral utilization review process.
- Manages – by providing leadership and specific direction – all patient care

professionals. Sets the standards of professional performance for medical and clinical support staff.

- Meeting with staff providers on an on-going, regular basis to discuss clinical concerns and opportunities for care improvement.
- Providing as-needed consultation support to providers on issues related to health care delivery
- Along with CEO and QM manager, is responsible for all aspects of Quality Management Program. Oversees Quality Assurance, Quality Improvement programs, measures, and monitoring, including performance reviews for medical staff, and a system of peer review.
- The CMO will report all QI/QAI efforts, identified issues, and tasks as indicated in the QI/QA plan, directly to the CEO, the Quality Assurance Committee of the Board of Directors, and relevant operational quality committees as applicable
- Examines existing medical care standards, protocols, and practices; revises and enhances; puts in place benchmarks to ensure that patients are receiving the highest quality of care possible.
- Develop, maintain and expand collaborations with multiple community agencies to support program development.
- Develop a work plan for expanded special programs at all ASIA's ICHC clinics. Components include fiscal, quality, efficiency, network, and patient satisfaction.
- Participate in and/or lead in Risk Management activities, including FTCA.
- Communicate, consult and collaborate with other professionals involved in the delivery of total patient care. ASIA-ICHC has Memos of Agreement with several community hospitals
- There will be opportunities to work with both medical students and residents if interested. There will also be opportunities to participate in practice-based research networks, programming and policy development.
- Keep up to date complete problem-oriented records and participate in collaborative team-based care.
- Be available to participate with community agencies to coordinate comprehensive care for patients.
- Attend meetings, events and activities as expected of other ASIA-ICHC staff.
- Maintain CME and participate in other pertinent job training sessions related to clinical practice.
- Perform patient assessment, physical examinations, order/perform necessary laboratory and diagnostic tests, proficiency testing, prescribe and dispense medications in compliance with ASIA's ICHC established medical protocols.
- Strictly adhere to universal precautions as established by the Center for Disease Control and Prevention, Occupational Safety and Health Administration
- Maintain strict patient confidentiality.
- Participate in quarterly peer review/chart audit programs.
- Participate in staff/student practitioner training and inform support staff of clinical practice updates
- Develop, implement, and periodically evaluate therapeutic plans.
- Order and interpret diagnostic studies.
- Ensures positive interaction with patients, visitors, and staff.
- Work with EHR Analyst on review of clinic operating processes and systems
- Ensures the efficient functioning of all clinic sites, and coordination of medical and administrative personnel, schedules, policies, and processes.
- Oversee credentialing and privileges

- Review patient grievances; recommends and implements measures to address.
- Provides oversight of public and private vaccine programs
- Prepares clinics for audits from various agencies and health plans.
- Ensures adherence by medical staff to ASIA's ICHC policies as they relate to behavior, attendance, schedules, and dress code.
- Determine which problems are within scope of practice and refer to specialty colleagues, including the interdisciplinary team, when necessary.
- Analyze health behavior related to personality, lifestyle, socio-economic status and culture
- Perform other related duties as assigned

Direct Care:

- Complete documentation of client/patient findings and recommendations at the end of each visit according to established protocols; complete other required forms relating to patient's visit.
- Maintain awareness of current clinical treatment and information in the assigned area.
- Manage client prescription refills on the assigned day.
- Prescribe treatment for illnesses within his or her scope of practice.
- Teach and counsel individuals and families to assist them to assume responsibility for the prevention of illness and restoration and maintenance of health.
- Evaluate and monitor patient's physical and emotional reaction to drugs and treatments.
- Make sound clinical judgments based on assessment of the physical, psychological, spiritual, social and environmental needs of the client.

QUALIFICATIONS:

- Valid license in the state of Ohio with no pending or previous disciplinary action from any state licensing entity; must be board certified in a specialty.
- Current DEA license and BLS certificate.
- A minimum of five years' health care management experience as an MD/DO required.
- Knowledge of state-of-the-art medical scientific and treatment methods in the area of specialty, awareness of current medical, educational and psychosocial intervention procedures.
- Experience launching medical programs and dealing with program audits.
- Solid, proven managerial and administrative skills and expertise, preferably in environments featuring ethnically and socially diverse staff and clients, and characterized by time pressure and less-than-optimal staffing levels.
- Creative skill, ability, resourcefulness and judgment in the analysis and solution of medical, managerial and administrative problems.
- Experience working with information technology staff to oversee implementation and management of sophisticated practice workflows and/or electronic health software packages
- Ability to perform clinical responsibilities within the organization's established guidelines in an organized, efficient manner.
- Ability to relate and communicate well to all cultural and ethnic groups in the community.
- Demonstrated leadership ability, team management, and interpersonal skills.
- Excellent analytical and abstract reasoning skills, plus excellent organization skills.
- Ability to support the goals of the organization
- Ability to be flexible with work schedules and sites
- Experience and knowledge of multi-ethnic and community-based clinic

environments.

- Reliable transportation to travel between offices
- Subject to a criminal background check before employment
- Required vaccines/immunizations: HBV, MMR, Varicella, TDap, Flu, Covid and PPD Status
- Medicare/Medicaid/NPI/CAQH Required
- 2-3 Letters of verification
- Willing to have presence at ICHC's practice locations.

BENEFITS:

13 Holiday pay, paid time off, LTD, Life, Dental, Vision, Health, and retirement Plan (3% match after one year of service). For interested candidates, please send resume and cover letter to HRManager@asiohio.org. No Phone Calls Please.

Asian Services In Action, Inc promotes equal employment opportunities for all applicants and employees. ASIA will not discriminate against any applicant for employment on the basis of race, color, religion, sex, national origin, veteran status, age, sexual orientation, marital status, or the presence of any sensory, mental, or physical disability in any employment practice, unless based on a bona fide occupational qualification. Women, minorities, and disabled are encouraged to apply.