



ACADEMIC MEDICAL DIRECTOR JOB ANNOUNCEMENT

Santa Cruz Community Health (SCCH) is a multi-site, Federally Qualified Health Center (FQHC) serving Santa Cruz County residents. SCCH began as a women's health collective in 1974 with the mission to improve the health of our patients and the community and advocate the feminist goals of social, political, and economic equality. Now, more than 45 years later, we serve that same mission at our three clinic sites: the Santa Cruz Women's Health Center in downtown Santa Cruz serving women and children; the East Cliff Family Health Center in Live Oak, serving everyone; and the Santa Cruz Mountain Health Center providing easier access to care for our patients in the San Lorenzo Valley.

In December 2022, the East Cliff Family Health Center changed locations in Live Oak and moved into a brand-new space offering an integrated, state-of-the-art health and housing campus. SCCH will continue to provide medical, behavioral health, and specialty care with a focus on pediatrics. The campus addresses a triple goal of increasing access to healthcare, growing affordable housing, and creating economic opportunity. Partners in the project are Santa Cruz Community Health, Dientes Community Dental Care, and MidPen Housing.

Driven by our commitment to health care as a human right, SCCH is a leading non-profit provider offering comprehensive health services to our patients, regardless of their ability to pay. We have been recognized in the community as a leader in delivering high-quality, innovative care, and we are active in local, state, and national advocacy work that empowers our patients and community to be healthy, happy, and successful. SCCH has a diverse patient population and an engaging and friendly work environment. Our caring and committed staff works as a team to fulfill our mission so that all our patients have access to quality, whole-person health care.

POSITION SUMMARY:

Santa Cruz Community Health's (SCCH) Academic Medical Director leads the creation, implementation, clinical operation, and performance of medical training programs and care provided by clinicians-in-training at SCCH. The Academic Medical Director leads collaboration, coordination, and co-design between medical training programs and SCCH; evaluates program effectiveness and alignment with SCCH's mission and goals; supports and coordinates preceptors' experience and performance; and supervises clinicians-in-training (including medical residents and students, nurse practitioner and physician assistant students) in a community health center setting. The Academic Medical Director is primarily responsible for SCCH's role as the Family Medicine Practice ("continuity clinic") for the Dominican Family Medicine Residency Program (Dominican FMRP), in partnership with Morehouse School of Medicine and CommonSpirit Health (Family medicine residents arrive in July 2024).

SCCH serves a Santa Cruz County patient population rich in racial, ethnic, socioeconomic, gender, and international diversity. SCCH is committed to shaping a medical staff that reflects its patient population; bilingual English/Spanish is strongly preferred.

Classification: Full-time, Exempt
Reports to: Chief Medical Officer

Location: Live Oak Health Center/Remote
Hours: 8:00AM-8:00PM/Flexible/Occ Saturdays



CORE JOB RESPONSIBILITIES:

ACADEMIC MEDICAL DIRECTOR DUTIES (0.25 FTE / 10 HOURS PER WEEK)

- Serve as primary contact between SCCH as a primary care training site and training programs, including SCCH as the Family Medicine Practice (“continuity clinic”) for the Dominican FMRP, California State University Monterey Bay (CSUMB) Physician Assistant program, and others as necessary.
- Partner with SCCH Chief Medical Officer to design, create, implement, manage, and monitor medical training programs.
- Ensure that SCCH, the Family Medicine Practice, and residents’ activities are in full compliance with ACGME requirements for family medicine residency training.
- Ensure that clinicians-in-training comply with credentialing and privileging requirements.
- Supervise curriculum and expectations of a community health center learning environment in service of SCCH’s mission and the needs of its patient population.
- Serve as liaison between the Family Medicine Practice and non-residency aspects of SCCH, including operations, human resources, finance, etc.
- Manage trainee schedules and placement with preceptors.
- Manage productivity and clinical quality expectations based on discipline and training level.
- To the fullest extent possible, ensure appropriate and necessary resident attendance at their assigned outpatient continuity clinic shifts.
- With Dominican FMRP leadership, monitor and develop interventions to sustain and advance resident and trainee wellness and joy in medicine.
- With SCCH leadership, identify areas to engage resident and trainee participation and input to strengthen clinic programs.
- Work with the Medical Leadership Team, Quality Improvement Director, Operational Leads, and others to support residents’ participation in Team-Based Care and the Patient Centered Medical Home, including resident-patient continuity and empanelment, care team assignment, and adherence to workflows and QI/QA activities.
- Provide regular feedback to SCCH, Dominican FMRP and other programs, and clinicians in training on performance on clinical, regulatory, fiscal, and other related measures.
- With SCCH and Dominican FMRP leadership, participate in and support the formal evaluation of residents and trainees, including participation in Clinical Competency Committee (CCC).
- With SCCH and Dominican FMRP leadership, support residents’ participation in community-oriented scholarly activities and community medicine projects.
- Arrange adequate coverage by SCCH preceptors for all residency clinics at Live Oak Health Center.
- Address issues involving residents or trainees, including but not limited to patient complaints and grievances.
- Support SCCH’s participation in Dominican FMRP to advance SCCH’s mission and to bring health and healthcare to those in the community in most need.

PATIENT CARE DUTIES (0.75 FTE / 30 HOURS PER WEEK, 80% DIRECT PATIENT CARE / 20% ADMIN)



- Provide comprehensive family medicine services, including preventive care, chronic disease management, pediatric care, reproductive health services, mental health and substance use treatment, in-office procedures and urgent care services
- Work alongside other medical providers, nurses, medical assistants, mental health providers, chiropractors, Chinese medicine providers, and case managers in an integrated Care Team model; Serve as clinical leader of their Care Team.
- Meet regularly with their supervisor and the larger medical department to further their clinical knowledge and skill, discuss patient cases, review performance dashboards, and improve quality and clinical processes.
- Effectively use clinical “administrative” time: 80% of an SCCH physician’s time is direct patient care, while 20% of their time is allotted for “administrative” time.
- Effectively, efficiently use eClinicalWorks (eCW) Electronic Health Record system for visit documentation, e-prescribing, and data collection for reporting on clinical quality.
- Conduct some patient care remotely, usually from home, via telephone or video.
- Conduct medical visits 20 minutes in length; Physicians are expected to see ten patients per 4-hour shift.

COMPETENCIES:

Job Expertise

- Demonstrates knowledge and use of medical resources and policies and procedures, and applicable federal and state rules and regulations
- Demonstrates ability to assess, implement and monitor options and services to meet individual patients' health needs
- Effectively achieves quality, timely and measurable outcomes
- Demonstrates ability to effectively use clinic’s Electronic Health Records system (EHR)
- Participates in appropriate staff meetings and agency activities
- Perform all clinical and administrative duties expected of a medical provider at SCCH.

Customer Service

- Provides patient-centered customer service at all times
- Demonstrates the ability to anticipate patients' needs and deliver services and respond to patients in a timely, accurate, courteous, respectful and friendly manner
- Demonstrates ownership, initiative, attention to detail, and follow through
- Approaches problem-solving by focusing on patients first

Communication Skills

- Oral and written communication is clear, concise, accurate, positive and respectful
- Response to oral and written questions, instructions, and information is timely and appropriate
- Monitors email and other electronic communication on a daily basis

Teamwork/Interpersonal Skills

- Dealings with others are characterized by fairness, courtesy, diplomacy, honesty, firmness, empathy and confidence



- Effective in offering support and assistance to others, in obtaining information from others, and in supplying information to others
- Is approachable and open to suggestions
- Demonstrates a positive attitude, flexibility and the ability to develop effective relationships by helping others accomplish tasks and using collaboration and conflict resolution skills

Judgment/Problem Solving

- Uses critical thinking and common sense to analyze situations, make timely and valid decisions, and take appropriate actions
- Demonstrates good judgment in making decisions

Reliability

- Completes all assigned duties in an accurate, timely and efficient manner
- Arrives to work on time and maintains consistent attendance
- Follows instructions and appropriate procedures
- Maintains patient confidentiality as required by HIPAA

QUALIFICATIONS:

Minimum Requirements:

- Must be a Board-Certified family physician licensed and in good standing in the State of California.
- At least two years of leadership experience in a family medicine residency program or similar medical training program
- Professional experience in community health centers or public health preferred
- Clinical experience in mental health, chronic pain, and chronic disease management preferred
- Commitment to preventive care, quality improvement, and empowering patients to make informed health care decisions.
- Ability to work cooperatively with other staff in a Care Team model
- Commitment to the stated mission of Santa Cruz Community Health and the diverse needs of our patient population.
- Ability to work at least one evening per week and some Saturdays. There are *no* call duties for this position.
- Bilingual conversant/fluent in English and Spanish highly desirable.

WORK CONDITIONS:

Working conditions described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions. Variations in conditions may occur under certain circumstances.

SALARY AND BENEFITS:

SCCH offers a competitive compensation & benefits package to staff working at least 20 hours per week. The salary range for this position is \$197,636- \$248,532 for 1.0 FTE. This is a full, salary, exempt position with 80% clinical time and 20% administrative time. Salary increases occur after Year 1, 3, 5, 7, 10 and



every 5 years thereafter. Paid time off and paid holidays accrue from date of hire. Paid License(s) and CME (fees and days off). Employer subsidized group health, dental, vision and life insurance plans the first of the month after 30 days of employment. Automatic 2% enrollment in an Employer sponsored 401K plan with a 2% retirement match.

APPLICATION PROCESS:

To apply, complete employment application. Download employment application on our Careers page. Submit application and current resume with letter of interest not to exceed two pages to Human Resources. No phone inquiries, please.

**SANTA CRUZ COMMUNITY HEALTH IS AN EQUAL OPPORTUNITY EMPLOYER
(W/M/V/D)**