

GEOGRAPHIC MEDICAL DIRECTOR for LABOR & DELIVERY

JOB SUMMARY

The Geographic Medical Director (GMD) in collaboration with the Hospital Unit Director(s) is responsible for the management, coordination and implementation of clinical services, policies, processes, and procedures. The GMD will report to the School of Medicine Department Vice Chair for Clinical Operations (or their designee) and the Executive Medical Director for Women's services, who reports to the UNMH Chief Medical Officer for this role. They will be responsible for collaborating with Unit(s) leadership, personnel and others to optimize operations, quality and the delivery of patient care on the assigned geographical unit.

The L&D Geographic Medical Director (GMD) is the designated lead medical director for UNM Hospitals (UNMH) Labor and Delivery. This person works in a dyad relationship with the Unit Director.

Geographic Medical Director is an at-will administrative appointment made by the CMO in collaboration with the SOM Vice Chair of Clinical Operations (or their designee) and hospital administration.

In this role, the GMD for Labor and Delivery will:

- Oversee all clinical operations on Labor and Delivery, including the ORs and OB Triage.
- Oversee development and adherence to clinical protocols and standard operating procedures for optimal clinical care.
- Develop and maintain collaborative relationships with medical staff and health system employees to ensure effective, results-oriented outcomes.
- Ensure cost effectiveness and optimal performance of care delivery, unit quality, and personnel (within the HR boundaries of each organization).
- Communicate and address efficiency of unit and productivity of staff and providers in order to improve patient care and patient access.
- Actively support programs and services that are in line with strategic objectives.
- Promote evidence-based, high quality, patient-centered inpatient maternity care.
- Oversee the OB Triage Coordinator
- Collaborate with the OB Quality Safety Officer, Nursing Quality leads, and process improvement consultants to ensure alignment with hospital quality efforts.
- Collaborate with dyad partners on MBU, WSC, NBN, and NBICU

The Dyad leadership team (Geographic Medical Director-Unit Director) will:

- Meet at minimum monthly with more frequent collaboration encouraged to disseminate best practices, share challenges and ensure consistency of processes between units.
- Develop and maintain collaborative relationships with medical staff and UNMH employees to ensure effective, results-oriented outcomes.
- Ensure cost effectiveness and optimal performance of care delivery, unit quality, and personnel (within the HR boundaries of each organization).
- Communicate and address efficiency of unit and productivity of staff and providers in order to improve patient care and patient access.
- Work in coordination with the UNMH Women's Executive Medical Director and the SOM Department Vice Chairs (or their designees) to manage the services and providers on the unit.
- Actively support programs and services that are in line with strategic objectives.
- Ensure adherence to policies and procedures.

ESSENTIAL FUNCTIONS

Essential duties may include but are not limited to the following:

General UNMH GMD Functions:

MANAGE - Collaborate with unit director in decision making for staffing needs and priorities

DECISION-MAKING – Participate in key decision-making regarding overall planning, work redesign, and staff development associated with implementing changes in patient care delivery

PATIENT CARE - Ensure patient care is delivered in accordance with quality standards; ensure documentation of patient care activities

PATIENT CARE – Collaborate with unit director to develop and implement clinical procedures for patient care

BUDGET - Collaborate with unit director on the unit or clinic annual budget and assist with periodic cost and productivity analyses if requested

COMPLIANCE - Ensure compliance with established policies and procedures, professional standards and practice, and requirements of accreditation and regulatory agencies

QUALITY - Ensure medical and Hospital staff provide quality, evidence-based patient care. Use validated metrics to monitor service quality and procedures, and evaluate outcomes. Support achievement at the highest standard for patient satisfaction, patient outcomes and safety.

QUALITY - Coordinate the development and implementation of quality standards of practice and operations processes.

DIRECT – Co-direct, delegate and oversee work efforts as appropriate to ensure the highest quality and best possible delivery of service

DIRECT – Co-direct activities of the department and/or programs in accordance with Hospitals and University policies and objectives

COLLABORATE – Collaborate across disciplines with medical staff and other personnel to plan, develop, implement and evaluate protocols, patient care policies and procedures and standards of care

DECISION MAKING - Participate in key decision making regarding overall planning, work redesign, and staff development associated with implementing changes in patient care delivery

GOALS - Develop, implement and evaluate short and long range goals for assigned clinical area(s) in conjunction with hospital administration and Department Vice Chair of Clinical Operations (or their designee) and in line with the organization's Unified Operating Plan (UOP)

IMPROVEMENT - Recommend changes for improvement in program content and in short/long-range planning in order to maintain competitiveness in the healthcare market

PATIENT SATISFACTION - Implement patient safety and patient satisfaction processes, including resolution of patient complaints/grievances

DEVELOPMENT – Collaborate with department and hospital systems to help develop best practice for professional documentation, coding, billing and compliance practices

DEVELOPMENT - Attend and participate in professional meetings and committees, including internal leadership training; stay abreast of new trends and innovations

PATIENT SAFETY - Follow patient safety-related policies, procedures and protocols

PATIENT SAFETY - Demonstrate proactive approach to patient safety by seeking opportunities to improve patient

PATIENT SAFETY - Report potential or actual patient safety concerns, medical errors and/or near misses in a timely manner and foster an environment for other staff/providers to actively report patient safety events

PATIENT SAFETY – Review patient safety events with unit Dyad partner according to procedure, participate in patient safety event review committees when indicated, and provide feedback to staff/providers on findings/trends from review process

PATIENT SAFETY - PATIENT SAFETY - Encourage patients to actively participate in their own care by asking questions and reporting treatment or situations that they don't understand or may “not seem right”

PATIENT SAFETY/PATIENT EXPERIENCE – Collaborate with the Patient Experience Office to assist with escalation complaints and grievances related to the unit and/or providers (who may be in departments distinct from the home department of the GMD)

L&D GMD Functions:

ADMINISTRATIVE – Develop processes to optimize the use of ORs on L&D, working with the Unit director

ADMINISTRATIVE – Assist in creation of processes to ensure faculty have optimal service for patients/private patients on L&D

ADMINISTRATIVE – Attend as able administrative meetings, including Perinatal Steering Committee, MCH committee, Special Deliveries conference, and PSP review meetings

ADMINISTRATIVE – Co-Chair the L&D steering committee meeting with L&D Unit Director

QUALITY – Review and/or delegate PSP's that are a harm level of > 4 in obstetrics.

QUALITY – Attend RCAs and review and/or delegate severe maternal morbidity (= 4 units transfused and/or ICU admission) reviews and verify that action items are achieved.

QUALITY – Track core measures (TJC) and perinatal statistics in Ob-Gyn clinical care and prepare quarterly report.

QUALITY – Present quarterly reports and dashboards for tracking core measures (TJC).

QUALITY – Oversee implementation of maternal safety bundles

BEHAVIORS OF EXCELLENCE – WE MAKE IT BETTER

We Care

- We treat everyone with courtesy and respect.
- We take time to listen.
- We make people feel welcome with a greeting and smile.
- We anticipate the needs of others.
- We value the patient's perspective.

We do good work

- We keep our skills and knowledge up to date.
- We learn from our mistakes.
- We are thorough, accurate, and timely in our documentation.
- We are open to change and improved processes.
- We care about the details.

We need each other

- We stay positive.
- We don't gossip.
- We value our diversity.
- We help and encourage each other.

- We collaborate.

We share

- We thank each other often and share credit.
- We use appropriate language in speech and emails.
- We explain what we are doing, encourage patients, and provide updates.
- We share ideas and information, and we welcome feedback.
- We respond promptly to emails, pages, and calls.

We look after things

- We are good stewards of our resources, equipment, and supplies.
- We are dependable, reliable, and on time.
- We make efficient use of our time.
- We take the initiative and follow through.
- We do the right thing, even when no one is watching.

We keep it safe

- We wear our badges.
- We adhere to handwashing guidelines.
- We report any unsafe conditions that we see.
- We protect the privacy of our patients.
- We follow all safety protocols and respect the chain of command.

We show our pride by how we look

- We dress professionally and comply with the dress code.
- We maintain tidy work areas.
- We help keep our campus clean.
- We put things where they belong.
- We protect our institution's reputation.

MINIMUM QUALIFICATIONS

EDUCATION:

MD/DO and member of the Active Medical Staff; Board certification in Obstetrics and Gynecology; approval/recommendation of OBGYN Department Vice Chair of Clinical Operations/Department Chair and hospital Chief Medical Officer

PREFERRED QUALIFICATIONS

PREFERRED EXPERIENCE:

Familiarity and engagement in quality improvement processes. Demonstrated ability/willingness to utilize data to address clinical performance.

WORKING CONDITIONS

ENVIRONMENTAL CONDITIONS:

Incumbents in this position are subject to an administrative appointment and participation in the Medical Director Compensation Plan.

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

Dept. Vice Chair of Clinical Operations

Date

Chief Medical Officer, UNMH

Date