

Vice Chair OBGYN, Clinical Services and Ambulatory Physician Lead

Vice Chair, Clinical Operations – 25% protected effort

In partnership with the Chair of the Department of Obstetrics and Gynecology, and the Senior Academic Administrator:

- Advance strategies to enhance patient experience, improve patient outcomes, and build an engaged workforce.
- Partner in assuring the financial health of OBGYN by working closely with the Chair, Senior Academic Administrator and medical center Senior VP to ensure fiscal responsibility and sustainability.
- Advance revenue enhancement strategies and cost efficiency measures to optimize financial and operational performance.
- Facilitate business plan development, approval, recruitment, privileging, and on-boarding for new hires (faculty and advanced practice providers).
- Lead quality and safety strategy and initiatives. Oversee the OBGYN physician quality officers.
- Coach direct reports on problem solving, improvement methodology, cross-functional collaboration, conflict resolution, and establishing a culture of continuous improvement.
- Address faculty performance and personnel issues as needed.
- Participate in meetings to partner in setting operational priorities, consider operational challenges, and develop and implement solutions.
- Foster faculty and staff engagement, enhance relationships with all faculty and encourage their participation in regularly occurring meetings of the department and hospital (e.g., grand rounds, M&M, medical staff meetings).
- Coordinate Grand Round offerings so that they reflect contemporary, innovative and equity-focused clinical care delivery and quality/safety/process improvements approaches that are evidence-based and integrated with educational and research missions.
- Review and make decisions on implementation of all research proposals and grant requests that have potential to impact clinical care delivery and clinical operations.

Ambulatory Physician Lead – 25% protected effort

The ambulatory physician lead (APL) has responsibility for developing and leading OBGYN ambulatory clinics operational processes, access to care and morale. They will work with their clinics' division chiefs, clinic managers and departmental ambulatory leaders as desired by the department chair. Specific roles and responsibilities are listed below, though not limited to those listed:

- Provide high level oversight for all UMass OBGYN ambulatory practices including:
 - Clinical care, quality, safety, and compliance
 - Diversity, equity, and inclusion
 - Administration and day-to-day practice operations
 - Practice budget/finances
 - Patient access
 - Achievement of annual goals
- Develop a team approach to clinic management working with the division chiefs, practice management and department leadership.
- Meet with the ambulatory network and OBGYN leadership teams in a structured format to discuss department/assigned clinics operational performance and issues. Agenda items throughout the month should include staffing, financials, call center and access updates, revenue management and charge reconciling, HR partnership development, quality and patient safety and clinic volume metrics.
- Ensure consistent and coordinated patient care as needed throughout the UMass Memorial system in collaboration with regional clinical and administrative leaders.

- Meet with division chiefs and/or managers at a minimum monthly to review clinic operational performance.
- Plan proactively for clinical growth, the implementation of breakthrough treatments, and the advancement of our academic missions in the ambulatory sites.
- Determine the optimal use of ambulatory resources and strategize any needed infrastructure improvements.
- Lead quality management processes including data collection, analysis, problem resolution, evaluation and communication consistent with institutional procedures.
- Engage with caregivers to keep informed of activities, understand operational barriers, provide guidance concerning the ordering of priorities, aid them in resolution of more complex operating problems, and regularly communicate with the leadership and the team about objectives and plans.
- Sit on system level ambulatory committees, as needed, including but not limited to governance, quality improvement, space, strategic planning, ambulatory capital.

The ideal candidate will:

- Be a full-time physician in excellent academic standing.
- Have previous business, operational and strategic experience.
- Work collaboratively with medical students, residents, fellows, and with all members of the department including contributed services faculty, nursing staff, and hospital leadership.
- Attend hospital and service line meetings, including regularly scheduled meetings with other administrative leaders.
- Advance the goals of UMass Memorial OBGYN with regards to quality, safety, patient experience, operations, and other key performance indicators, as well as financial targets.
- Demonstrate excellent leadership ability, strong communication skills, and teamwork with all members of the inter-disciplinary team.
- Serve as a physician champion and communicate hospital/medical group changes or initiatives with medical staff.
- Collaborate with other administrative leaders, as well as all team members to ensure consistency across the service.
- Demonstrate a commitment to a culture and team that prioritizes clinical excellence, integrity, teamwork, compassion, and the well-being of faculty and staff.
- Serve in the role for 5 to 10 years, or until the need for a successor is identified.

How to apply:

https://ummh.wd1.myworkdayjobs.com/Careers/job/Worcester-MA-University-Campus/Vice-Chair-of-Clinical-Services-and-Ambulatory-Physician-Lead_R24104145

Should you have any questions regarding the position or any complications submitting an application with us, please feel free to reach out to Ellen Sullivan, Director Provider Recruitment, at Ellen.Sullivan@umassmemorial.org or 978-994-9620

All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability or protected veteran status.

We're striving to make respect a part of everything we do at UMass Memorial Health – for our patients, our community and each other. Our six Standards of Respect are: Acknowledge, Listen, Communicate, Be Responsive, Be a Team Player and Be Kind. If you share these Standards of Respect, we hope you will join our team and help us make respect our standard for everyone, every day.

As an equal opportunity and affirmative action employer, UMass Memorial Health recognizes the power of a diverse community and encourages applications from individuals with varied experiences,

perspectives and backgrounds. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, sexual orientation, national origin, age, disability, gender identity and expression, protected veteran status or other status protected by law.