



## Complex Care Physician

### Job Summary

Full-time physician to provide high-quality, family-centered care to children and young adults with complex medical needs across inpatient, outpatient, rehabilitation, and long-term care settings.

### Organizational Values

- We believe in caring for others with acceptance and love.
- We believe in building partnerships through trust, collaboration, and commitment.
- We believe in integrity, uncompromising standards of business, and the passionate pursuit of excellence.

### Position-Specific Competencies

- Develop People – Help others become more effective through strengths development, clear expectations, encouragement, and coaching.
- Create Accountability – Identify the consequences of actions and hold yourself and others responsible for performance.
- Think Critically – Seek information, critically evaluate the information, apply the knowledge gained, and solve problems.
- Build Relationships – Establish connections with others to build trust, share ideas, and accomplish work.
- Lead Change – Recognize that change is essential, set goals for change, and lead purposeful efforts to adapt work that aligns with the stated vision.
- Communicate Clearly – Listen, share information concisely and with purpose, and be open to hearing opinions.
- Inspire Others – Encourage others through positivity, vision, confidence, challenge, and recognition.

### Essential Position Expectations

**Medical Care:** Participate in the medical management of children and young adults on the inpatient units as consulting or primary physician as well as children and young adults in outpatient clinic. Participate and/or facilitate in inpatient admission committee, care conferences and discharge conferences as assigned by Medical Director. Perform medical care within scope of practice and delineation of privileges and clinical practice in adherence to evidence-based practice and research. Respond appropriately to patient related emergencies. Follow established policies, procedures, continuous quality improvement objectives, safety, environmental and/or infection control standards. Seek consultation and advice by providing adequate information to consulting physicians and communicates requests effectively. Respond to referral sources in a courteous, professional and timely manner. Document according to established guidelines to facilitate ongoing quality of care in a timely manner and supportive of appropriate billing for professional services. Develop and maintain physician relations, new and existing, as needed for the coordination of care. Maintain patient confidentiality and abides by all federal and state regulations. Demonstrate responsibility for individual performance and efficient utilization of practice resources.

**Collaboration:** Become and remain an active member in good standing on Mercy's Medical Staff and Blank Children's Hospital Staff with appropriate clinical privileges. Maintain participating provider status with Medicaid programs and not excluded from participation in any federally funded health care program. Keep current with standards of care for children and young adults with special health care needs. Maintain current knowledge of medical community resources that are available to help children with special needs and their families. Collaborate and partners with ChildServe's comprehensive interdisciplinary team, including care team members, leaders and external partners.

**Care & Quality Improvement:** Support the ChildServe Care Quality System and establish and maintain the highest quality health care standards. Provide medical expertise at Quality Assurance and Performance Improvement Council, Infection Control Council or other organizational committees as directed by Medical Director. Participate in establishing and maintaining clinical practices, protocols, and policies to support operations. Provide teaching and education to team members and other stakeholders as needed.

**Physician and Other External Relations:** Assist with physician recruitment activities. Attend or participate in conferences relating to pediatric complex care, as requested. Partner with administrative leadership to further advance the mission and vision of ChildServe, program development and organizational strategic initiatives. Promote ChildServe and build referral relations with physicians, other healthcare organizations and the community. Promote and advocate for ChildServe Pediatric Specialty Hospital, including participation in marketing/public relation activities, community/professional groups.

## **Mental & Physical Demands**

1. Must be able to pass a ChildServe physical examination at commencement of employment and thereafter as regulations require.
2. Be able to withstand exposure to the usual childhood diseases and conditions associated with children with disabilities.
3. Lift up to 35lbs, be mobile within the clinic areas, and frequently bend, lift, reach, and stand.
4. Maneuver within the physical work environment with some bending, stooping, reaching and light lifting.
5. Maintain a calm demeanor in an environment that can change quickly with elevated behaviors and different demands.
6. Ability to focus on details for long periods of time with regular interruptions.
7. Work onsite with regular and predictable attendance.
8. Ability to travel independently within the state for business events.

## **Knowledge & Skills**

1. Ability to work independently with basic verbal and written instructional guidance from others.
2. Maintain positive working relationships and demonstrate sensitivity to, and respect for, a diverse population.
3. Demonstrate proficient organizational and time management skills with developed problem solving skills and decision-making, and ability to prioritize multiple demands.
4. Ability to work effectively, accurately, and efficiently under multiple demands and frequent interruptions.
5. Ability to communicate effectively and professionally with others, both verbally and in writing, and foster effective relationships with co-workers, children, and families.
6. Ability to accept and initiate change, have patience and understanding, and work within a team environment.
7. Must exercise confidentiality regarding the affairs of clients, staff, their families, and ChildServe business.

8. Work with and safely dispose of hazardous materials including items with potential blood borne pathogens and cleaning supplies/chemicals.
9. Computer skills including Microsoft Office, and ability to proficiently learn new software programs.
10. Ability to interpret and follow applicable policies, procedures, and regulations.
11. Ability to communicate in English effectively for understanding, in writing and verbally.
12. Participate in continuing education and maintenance of certifications.

## **Education**

- Board certified/board eligible in one of the following:
  - Internal Medicine and Pediatrics
  - Family Medicine, with comfort in inpatient medical management and pediatric complex care
  - Pediatrics, with comfort in inpatient medical management and complex care management up to age 30.

## **Experience**

- Three or more years of experience in treating children and young adults with special health care needs.
- Completion of a Pediatric Complex Care fellowship or additional experience in pediatric complex care and transition is preferred.

## **License and Certifications:**

- Ability to obtain and maintain a full unrestricted Medical License in the State of Iowa.
- Up-to-date BLS and advanced life support (PALS and/or ACLS) certification.
- Unrestricted federal DEA and state CSA license.