

Doctor Services Department Charter

I. Purpose

The Doctor Services Department at EyeCare Partners (ECP) is dedicated to ensuring the highest quality of patient care by facilitating the recruitment, new hire credentialing, onboarding, and ongoing support of healthcare providers, including physicians and advanced practice providers. This charter defines the department's objectives, responsibilities and operational principles.

II. Mission Statement

To enable exceptional patient care by effectively managing the lifecycle of healthcare providers, fostering a collaborative work environment, and aligning our services with the organization's strategic goals.

III. Goals and Objectives

1. Provider Recruitment and Onboarding:

- Identify and attract top-tier healthcare providers who align with the organization's mission, vision and values.
- Facilitate a streamlined onboarding process to ensure new providers can seamlessly integrate into the organization.

2. Credentialing and Compliance (new hires):

- Establish and maintain rigorous credentialing processes to verify the qualifications, licensure, and competency of healthcare providers as they begin their careers with ECP.
- Ensure strict adherence to regulatory and compliance requirements.

3. Provider Support:

- Provide ongoing support, resources and communication opportunities to healthcare providers to enhance their clinical practice and job satisfaction.
- Foster a culture of continuous learning and improvement.

4. Efficient Operations:

- Implement efficient and standardized processes for provider enrollment, recredentialing and privileging.
- Optimize administrative workflows to minimize delays and enhance operational efficiency.

5. Collaboration and Communication:

- Foster effective communication and collaboration between healthcare providers, department staff and other departments within the organization.
- Act as a liaison between healthcare providers and the organization's leadership.

IV. Responsibilities

The Doctor Services Department is responsible for the following key functions:

1. Provider Recruitment and Selection
2. Credentialing and Privileging of new hires
3. Onboarding and Orientation
4. Provider Support
5. Provider Records Management
6. Continuous Process Improvement
7. Provider Offboarding

V. Operational Principles

The Doctor Services Department will adhere to the following operational principles:

1. **Quality and Patient-Centricity:** Prioritize patient safety and quality of care in all provider-related activities.
2. **Transparency and Accountability:** Maintain transparency in all department operations and be accountable for compliance with regulatory standards.
3. **Collaboration:** Foster collaboration with other departments and healthcare providers to achieve common goals.
4. **Efficiency:** Continuously seek opportunities to improve operational efficiency and reduce administrative burden for providers.
5. **Professional Development:** Encourage ongoing professional development for department staff to stay updated on industry best practices.

VI. Reporting and Governance

The Doctor Services Department reports to Kirby Cole, Vice President Talent Acquisition and Doctor Services, who oversees the department's activities and ensures alignment with the organization's strategic goals. Regular reports and updates will be provided to the organization's executive leadership.