

Duke Department of Medicine Vice Chair for Clinical Affairs Position Description

The Department of Medicine (DOM) is the largest department in Duke University's School of Medicine. The success of the DOM is central to the overall success of the School. The Vice Chair for Clinical Affairs will be the clinician-leader for the DOM, will be instrumental to achieve our overarching goals of effectively and efficiently caring for our patients, supporting our faculty member's clinical practice, engaging and influencing our clinical partners, and executing our strategic and tactical goals. The Vice Chair for Clinical Services will act as a liaison and provide medical oversight to clinical operations that impact DOM services within the Duke University Health System (DUHS) and the Private Diagnostic Clinic (PDC). The Vice Chair will work closely with faculty, DUHS administrators, PDC members, administrators and employees to ensure safe and effective care is provided to patients across sub-specialties in the Department of Medicine. He/she should work within and across disciplines to improve both quality of care and the patient experience and be an expert in key indicators that impact revenue, costs and quality.

Reporting Relationships

This position reports to the Chair of the Department of Medicine as well as the PDC Chief Medical Officer. The Associate Vice Chairs, Division Chiefs, Access Champions, and PDC/CPDC Medical Directors are accountable to the Clinical Vice Chair.

It is expected that this individual will have strong relationships with DUHS executives and staff, including the Chief Operating Officer, Chief Medical Officer, PDC leaders and clinical areas that include the divisions of the Department of Medicine.

The Department's Associate Vice Chairs for Ambulatory Services, Inpatient Services, and Strategic Physician Relations; Clinical Vice Chiefs; and all DOM Medical Directors will report and collaborate with the Vice Chair for Clinical Services and ultimately to the Department Chair. In terms of administrative, financial, and analytical support; the Director of Clinical operations, reporting directly to the Vice Chair for Clinical Services and Vice Chair for Finance and Administration, will provide project management (business planning and operational monitoring) of the clinical strategic plan. Additionally, you will have dotted-line support from two health systems engineers to facilitate process improvement and data analysis initiative.

Duties and Responsibilities

1. Lead all aspects of our clinical practice engagement activities with our partners at DUHS, PDC, and the VA.
2. Act as a liaison for DUHS/PDC administration with the faculty and communicate information in both directions.
3. Lead the Department's Clinical Practice Improvement Council (Vice Chair Clinical group as well as the Division Clinical Leads).
4. Lead the development of an updated strategic plan for the Department's clinical mission.
5. Responsible for developing the annual balanced scorecard (in conjunction with PDC and clinical leadership team) and goals for the Clinical Vice Chiefs. Ensure that the Department is prepared to achieve expectations on our DUHS and PDC clinical scorecards.
6. Continue our efforts to align the Department with Health System priorities, appropriately recognizing our value and positioning us to benefit financially where possible.
7. Coordinate and manage the clinical performance expectations for the medical directors at all applicable sites.

8. Quality:
 - a. Lead and continuously review the patient care activities in the Department's clinics, hospital services and ICU's, and consulting services.
 - b. Monitor quality, safety, efficacy, timeliness and appropriateness of support services provided by clinical and other support staff and takes appropriate action based on these findings Liaison with DUHS/PDC, Clinical Vice Chiefs and faculty to set standards and expectations for clinical services.
 - c. With the Clinical Vice Chiefs, oversee quality, safety and timeliness of services provided by faculty and trainee physicians and take appropriate action based on any findings.
9. Clinical Operations:
 - a. Lead the Department's plans to dramatically improve patient access for all outpatient clinical services.
 - b. Develop and implement efficient models for the use of Advanced Practice Providers throughout the Department.
 - c. Manage, with PDC/CPDC and Department administration, the clinical, regulatory, and financial performance of the Department in all practice locations.
 - d. Maintain responsibility for the Department's compliance with PDC Practice Standards and Guidelines.
 - e. Seek and encourage operational improvements as required, particularly those impacting clinical work flow.
 - f. Conduct or attend meetings with staff, clinicians, and Administration.
10. Access: Lead and support the Access Champion in access initiatives
 - a. Lead the achievement of Department-specific access performance measures.
 - b. Facilitate appointment center clinical training and updates.
 - c. Mediate physician/provider access center issues.
11. Collaborate with the Chair's offices to assist in the interview and onboarding of clinical faculty.
12. Mediate conflicts between physicians, staff, DUHS/PDC administration, or others as required.
13. Investigate and respond to significant complaints about DOM services.
14. Facilitate excellent communication to outside physicians about specialty services and procedures.
15. Participate with PDC and Department Administration on the development and performance of the clinic operating budgets, as well as respond to monthly financial reports, productivity, and performance statistics.
16. Serve as a resource to DUHS and PDC for the development of new programs.
17. Attend pertinent meetings or other events as requested by the Department Chair or DUHS/PDC administration.
18. Represent the Chair on clinical committees and task forces as requested. Participate on PDC and DUHS committees (PDC Clinical Vice Chairs, DOM Clinical Vice Chairs/Chiefs).
19. Assign committee and operational responsibilities to other clinicians.
20. Routinely communicate to clinicians in the Department on any updated initiatives.

Assignment

- Compensation commensurate with FTE and importance of this role.
- Effort/Compensation Support: 30%
- Renewed annually with formal review every two years.

How to Apply

If interested, send a brief letter of intent and an updated CV to emelia.dunston@duke.edu.