



Marshall B. KETCHUM UNIVERSITY

Director of the Ketchum Health Family Medicine

JOB SUMMARY

The Director of Ketchum Health Family Medicine (KHFM) is responsible for the operational oversight of the University - owned and operated Family Medicine Clinic. The Director is specifically responsible for providing high quality medical services to the public and quality patient encounters for students. The Director will strive to evaluate and enhance patient satisfaction, oversee marketing and public awareness programs, seek opportunities to enhance patient visits, negotiate appropriate contracts to maintain the clinic's fiscal visibility and enhance the clinic's reputation as a center of excellence for patient care services. The Director will be responsible for the financial viability of the clinic and management of the faculty and support staff necessary to maintain high quality patient care services and clinical teaching. The Director of KHFM reports to the Vice President for Academic Affairs (VPAA) and works in collaboration with the Director of the School of Physician Assistant Studies (SPAS) and the Director of Clinical Education (SPAS) on educational outcomes.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Administrative

- Reports to the VPAA about operations, educational and patient care matters
- Promotes and represents the Clinic at local, state, regional meetings.
- Oversees the production performance of the Family Medicine Clinic.
- In collaboration with the Director Healthcare Compliance of UEC, oversees the controls of clinic patient records, chart auditing, and regulatory compliance.
- Works collaboratively with the VPAA, and the VP of Human Resources on employee related matters.
- In concert with the VPAA and Director of SPAS, prepare and implement plans for developing an appropriate patient base to meet financial and educational goals.
- Annually submit to the Senior Vice President for Administration and Finance & CFO an inclusive budget for the University - owned and operated KHFM.
- Develop a plan to implement a strategy for the participation in managed care and third-party plans.

- Assist the MBKU Director of Marketing and Communications in the implementation of a marketing plan to increase and maximize the patient base.
- Coordinates with the VPAA, the Director of SPAS, and the Director of Clinical Education on patient schedules and hours of clinical care
- Provides supervision for the medical assistant and oversight of any employed clinicians
- Works directly with Senior VP on facility matters and IT matters.
- Responsible for staying current on billing, coding, and policy changes with Medicare Regulations and Policies. Works with Claims to adjudicate any outstanding balances or matters.
- Works with the Claims Supervisor to review current, outstanding claims and billings. Review Accounts Receivables monthly.
- Collaborates with VP of Advancement on identifying benefactors that align with the needs of the patients and programs at the Family Medicine Clinic.
- Works with the Director of IT to assure UEC Electronic Health Records align with other MBKU software platforms. Cyber-security responsibilities are shared between the clinic administration and IT.
- Responsible for planned replacement program of clinic equipment and updates to examination rooms.
- Works with MBKU Director Auxiliary Services to secure best pricing for consumables, equipment, and other items as necessary.
- Responsible in identifying other resources for consumables when standard vendors are out of stock.
- Works with the Accounting Department to implement financial safety protocols to mitigate any potential theft.

Patient Care

- Works collaboratively with the VPAA and Director of SPAS to coordinate plans for a quality assurance program in patient care
- Respond to patient inquiries in a timely manner
- Review and respond to patient and student satisfaction results.
- Implements best practices throughout the clinic and its services
- Assure adequate physician coverage when vacations and absences occur in the Family Medicine Clinic.

Education

- Works directly with the VPAA to assure best practices are followed in all service departments by staff, faculty, and students
- Collaboratively works with the Deans and Directors and the members of Presidents Executive Council to ensure coordination of educational and operational endeavors, to include interprofessional clinic time for students.
- Review and establish, in coordination with the Director of SPAS, student clinic assignment schedules.
- Provide appropriate oversight and clinical instruction functioning as preceptor for SPAS students
- Develops onsite training for advanced procedures opportunities for students of all programs.

Miscellaneous

Research projects may be conducted in an appropriate environment and dedicated space. Other responsibilities may be assigned by the VPAA and the Director of SPAS.

EDUCATION AND/OR EXPERIENCE

The minimum amount of education and experience that an individual needs in order to successfully perform the essential duties of the position is:

- Must be a currently licensed PA in good standing with the State PA Board.
- Master's degree or higher
- Current national board certification through the NCCPA
- Current California PA License
- Minimum of 5 years of experience in clinical practice. Family medicine or urgent care settings preferred.
- Experience in clinic administration, management strategies, and operations required
- Experience precepting medical or PA students preferred

ABOUT THE ORGANIZATION

Located in Fullerton, CA, Marshall B. Ketchum University is an independent, private, non-profit, accredited educational institution. MBKU is home to the Southern California College of Optometry, the School of Physician Assistant Studies and College of Pharmacy. Named after the founder of the optometric institution in 1904, the change to the University structure addresses the growing demand for highly skilled health care professionals.

The University's Southern California College of Optometry confers a Doctor of Optometry (OD) and a Master of Science in Vision Science (MS) degree. MBKU's School of Physician Assistant Studies under the College of Health Sciences awards a Master of Medical Sciences (MMS) degree. MBKU's College of Pharmacy welcomed its first class in the fall of 2016 and awarded the first Doctor of Pharmacy (PharmD) degree in Spring of 2020. MBKU owns and operates two premier eye and vision care centers: the University Eye Center at Ketchum Health and the University Eye Center at Los Angeles.

BENEFITS

MBKU provides an excellent benefits package including medical, dental, and life insurance, free vision exams, short and long term disability, generous paid time off plans, a university-sponsored retirement plan with a 9% contribution and an on-site fitness center located on the Fullerton campus. See our website under Employment for more details regarding benefits of working for MBKU (www.ketchum.edu).

HOW TO APPLY

Interested candidates, please send a cover letter along with your resume and salary requirements to humanresources@ketchum.edu. Position is open until filled.

MBKU is an equal opportunity employer; requirements are subject to possible modification to reasonably accommodate individuals with disabilities.

All MBKU employees must be fully vaccinated against COVID-19. New employees must show proof of vaccination by the first day of work. Requests for reasonable accommodation due to medical or religious reasons will be considered on a case-by-case basis.