

General Manager-Medical Service (Chief Medical Officer)

Job Description

Job Summary

The position requires managing the provision of health care services to all Employees of the organization and developing and implementing medical services initiatives while ensuring that standards, protocols, leadership and direction are in place to provide the highest quality of care possible. Responsible for directing , supervising and evaluating medical services and related personnel, upgrading existing medical care standards, providing management leadership and coaching to all medical and related staff employed at clinic sites, creating awareness for preventable illnesses through counselling employees /wellness programs for disease prevention and monitoring of physician / facility performance in accordance with approved protocols.

Core Duties

- Direct, supervise and evaluate provision of Medical Services and related personnel within the Company and monitor the use of diagnostic services, facilities and staff to ensure effectiveness and optimization of resources and quality of care provided.
- Plan and implement program and services of all Company maintained health care facilities within the franchise area including personnel administration, training and coordination of medical staff.
- To carry out Implementation of health policies and procedure ensuring transparency and accountability for all services by use of strict financial and procedural checks at all levels.
- To ensure disease prevention and health promotion through health awareness programs, early detection and timely intervention thus reducing morbidity and mortality.
- Promote, restore and maintain health by use of acceptable and affordable technology, easy access of care, reduced waiting time and increase the span of healthy life.
- To ensure effective, efficient and cost effective care by uniform disease protocol and optimal use of in-house resources e.g in-house consultants /base line investigations /clinic audit.
- Responsible for growth and development of all doctors to remain abreast with new guidelines thus reducing treatment variation based on scientific knowledge, new concepts and paradigm shift in treatment strategies.
- Ensuring transparency of all medical functions through automation and regular review of MIS focusing on areas requiring change / Improvement.
- Responsible for implementation of Health Related Quality of Life (HRQL) and Quality Adjusted Life Year (QALY) programs for all employees within the organization.
- Responsible for carrying out periodic analysis of trend in physician performance with regard to cost effective treatment, timely risk stratification for patients, updation and accuracy of chronic disease database and number of screenings and surveys for primary prevention purposes.

- Ensure implementation of stepwise standardized approach to be adopted by all physicians within the organization in order to maintain quality of care provided to patients including medical audit of doctors to ensure compliance with provided protocols for chronic disease management.
- Monitoring and approval of referral to panel facilities for further specialized treatment, prognosis, surgery or diagnostic tests, if considered necessary in accordance with the approved criteria & procedures.
- To carry out inspection of health care facilities maintained by the organization and recommend building or equipment modification to ensure emergency readiness and compliance to access, safety and sanitation regulations.
- Effective monitoring and control over all administrative services including outside panel services, timely billing, housekeeping, ER and ambulance services and optimal utilization In-house advance services, technology thus obtaining quality care in cost-effective manner.
- To ensure succession planning by identifying, developing and maintaining pool of successors for key positions within the division / department.
- Foster and encourage continuous learning and development culture and encourage continuous education at all levels within the division / department.

Education & Experience Requirements

- Minimum MBBS. Having MCPS or FCPS/FRCP will be given added advantage.
- 14 years of relevant experience.

Knowledge and Skill Requirements

- Certification of clinical skills / licensed ALS (Advanced Life Support /Basic Life Support) provider)
- Must have indepth knowledge of latest developments in medical innovation and industry
- Must have strong analytical and trouble shooting skills
- Work requires professional written and verbal communication skills
- Work requires strong leadership and interpersonal skills

Travel and Physical Requirements

- Work requires willingness to work a flexible schedule
- Work requires extensive travelling for visit and monitoring of clinic locations.