

POSITION DESCRIPTION

FOR THE POSITION OF SYSTEM MEDICAL DIRECTOR, PRIMARY CARE



Summer 2022

Much of this material contained herein is gained in confidence and as such should be regarded as confidential. Accordingly, it is understood that dissemination of this material should be limited to those individuals in your organization who are directly connected with this specific search or whom a reasonable person would agree have a need to know.

POSITION DESCRIPTION

POSITION	System Medical Director, Primary Care
ORGANIZATION	Lee Health
REPORTS TO	Chief Physician & Operations Executive, Lee Physician Group
LOCATION	Fort Myers, FL
WEBSITE	www.leehealth.org

COMPANY OVERVIEW

SYSTEM OVERVIEW

Lee Health is a public, not-for-profit health system headquartered in Fort Myers, Florida that consists of four acute care hospitals: Lee Memorial Hospital (414 beds), HealthPark Medical Center (461 beds), Gulf Coast Medical Center (699 beds) and Cape Coral Hospital (291 beds); two specialty hospitals: Golisano Children's Hospital of Southwest Florida and The Rehabilitation Hospital; and Lee Physician Group (LPG), the organization's large multi-specialty group practice with approximately 891 providers across 95 locations, 3 ambulatory surgery centers, a home health agency, 3 skilled nursing facilities, 11 Federally Qualified Health Centers (FQHC-Las) and 4 urgent care clinics.



With approximately \$2.3B in revenue, a total of 1865 beds, and over 1.5 million patient contacts each year, this makes Lee Health the largest public health system in the state of Florida, receiving no direct tax support. Lee Health enjoys a dominant market share for both inpatient and outpatient services.

Supported by more than 14,000 dedicated employees and 4,500 volunteers and auxiliaries, Lee Health remains the bedrock of its community by offering acute care, emergency care, rehabilitative and diagnostic services, health and wellness education, community outreach and advocacy programs throughout the five-county region. Community is top of mind at Lee Health, and it continues to invest back into its community to improve facilities, add services and extend care to those who need it most - in their own back yard.

In the nearly 100 years since the opening of its first hospital, the dedication to the communities they serve has been at the core of Lee Health's mission, values and strategic planning principles.

In response to rapid and dramatic change that continues to occur in healthcare, Lee Health has continued to grow and expand its geographic reach and service offerings.

Lee Health is a fiscally sound business that is responsive to the community's health needs. The positive operating margin is reinvested into Lee Health for the benefit of the community. It recognizes that the only way they can replace and upgrade property, facilities and equipment, build new facilities and attract and retain skilled professionals is by generating positive operating margins.

Lee Health's guiding principles include:

- ▲ **Mission:** To be a trusted partner, empowering healthier lives through care and compassion.
- ▲ **Vision:** To inspire hope and be a national leader for the advancement of health and healing.
- ▲ **Values:** Principles that guide the important work we do every day and night...
 - **Respect:** We respect you, your life and your health care choices. We respect one another as colleagues, caregivers and people.
 - **Excellence:** We strive for excellence in everything we do. We uphold the highest standards of safety and quality, deliver an exceptional experience to our patients and manage our resources responsibly.
 - **Compassion:** We care for your family like our own. We truly embody “caring people, inspiring health.”
 - **Education:** We support education to continuously improve ourselves, develop an effective workforce and empower healthier lifestyles throughout our community.

SPECIAL RECOGNITION AND DISTINCTIONS

In 2022

- ▲ U.S. News Rates Lee Health Hospitals as High Performing
- ▲ Gulf Coast Medical Center, HealthPark Medical Center and Lee Memorial Hospital Earn Four Stars in CMS Quality Star Ratings
- ▲ Golisano Children's Hospital and Gulf Coast Medical Center's Emergency Departments Earn Prestigious National Award
- ▲ Lee Health Skilled Nursing Unit Earns National Quality Award
- ▲ Health Park Medical Center Straight “A” Streak Continues, Gulf Coast Medical Center Improves to Earn Top “A” Grade
- ▲ Lee Health Hospitals Among the Best of the Best in the U.S.
- ▲ Golisano Children's Hospital Receives Asthma-Friendly Hospital Award from The Florida Asthma Coalition

In 2021

- ▲ Lee Health Earns Top Marks for High-Tech Implementation. CHIME Digital Health Most Wired Recognition
- ▲ Lee Health Featured in *U.S. News & World Report* “Best Hospitals”
- ▲ All Lee Health Skilled Nursing Facilities Garner Highest CMS Star Ratings

- ▲ Lee Health Hospitals Earn Four Stars in CMS Quality Star Ratings
- ▲ Lee Health Hospitals Among the Best of the Best in the U.S.

In 2020

- ▲ Lee Health Hospitals Rated in Top Five Percent in U.S. – Healthgrades
- ▲ Lee Health Hospitals Earn Top Hospital Award for Outstanding Quality and Safety
- ▲ Top of the Class: Four Lee Health Hospitals Earn “A” Grades for Patient Safety – Leapfrog Group
- ▲ Lee Health Hospitals Again Earn Top Marks for Stroke Care – American Heart Association
- ▲ Lee Health’s HealthPark Again Named Among Nation’s Top 50 for Heart Care
- ▲ All Lee Health Skilled Nursing Facilities Garner Highest CMS Star Ratings

Misc.

- ▲ It has the only state approved Level II Trauma Center between Bradenton and Miami.
- ▲ Golisano Children’s Hospital of Southwest Florida is the only comprehensive children’s hospital between Tampa and Miami.
- ▲ Lee Health is one of the most active joint replacement centers in the United States.
- ▲ Lee Health’s Regional Cancer Center is the only comprehensive cancer center of its kind in Southwest Florida.

For additional information, visit www.leehealth.org.

ROLE SUMMARY

Lee Physician Group is seeking an experienced full time Primary Care System Medical Director to oversee and lead a group of 105 employed physicians and advanced providers with 18 different practice locations. Candidates can either be full time administrative or 20% clinical and 80% administrative if desired. The Primary Care System Medical Director will be responsible to lead and practice according to common values, such as respect, trust, collaboration and commitment to clinical excellence. This individual is responsible for providing professional guidance and oversight to primary care physicians and mid-level providers to achieve excellence in care delivery and a superior patient experience. He/she will promote Lee Health & LPG mission, vision and values in concert with the Lee Health Provider Compact.

Primary Responsibilities & Expectations

- ▲ Works with System Director dyad partner to ensure high engagement among team and a supportive work environment.
- ▲ Actively supports and promotes the mission and strategic goals of the organization and Lee Physician Group values.

- ▲ Collaborates with local physician site lead/practice manager/director(s) to ensure a high quality, patient centered and cost-effective workflow processes.
- ▲ Promotes and supports changes to achieve improvement in quality metrics, patient experience and patient safety.
- ▲ Promotes and supports initiatives to support population health and lower cost of care.
- ▲ Provides leadership and mentorship to all physicians/providers including quality concerns, patient complaints, quality, and patient experience scores.
- ▲ Assists in communicating and implementing organizational policies and goals, supporting implementation of system strategies and initiatives.
- ▲ Assists in identifying needs, and recruiting, developing, and retaining talented staff members (physicians, advanced practice providers and other professional disciplines).
- ▲ Promotes use of technology including, but not limited to, the Electronic Health Record, e-prescribing, the web, mobile phones, email, and voice messaging.

CANDIDATE PROFILE

Requirements

- ▲ Education Requirements: Board certified Physician, clinical practice experience, and active state licensure in their discipline.
- ▲ Experience Requirements: Three years' clinical practice experience with leadership experience. Possesses skills and training commensurate with designated competencies. In good standing with the Medical Staff and state licensure board.
- ▲ State of Florida Licensure Requirements: FL License required.
- ▲ Certifications/Registration Requirements: Board Certified in a specialty or subspecialty recognized by the American Board of Medical Specialties (ABMS).
- ▲ Other: Demonstrated leadership ability, excellent interpersonal and communication skills with colleagues across specialties, administration, and staff. Leads by example. Focuses on teamwork. Provides growth and development to improve provider skills and knowledge base. Emphasizes “patient first” philosophy and strives for excellent patient experience.

Qualifications

Ethics:

1. Actively and openly supports and promotes the mission and strategic vision of the organization.
2. Supports and promotes LPG common Values.
3. Maintains confidentiality.
4. Adheres to corporate compliance initiatives.
5. Treats everyone with dignity and respect.
6. Maintains a professional manner in conduct and appearance within the LMHS LPG system and sponsored activities.

System Thinking:

1. Considers impact on all stakeholders in the decision-making process.
2. Collaborates with appropriate stakeholders in the decision-making process.
3. Effectively communicates verbally, non-verbally and in written form.
4. Utilizes effective conflict resolution skills.
5. Communicates effectively and timely with System Director and System Medical Director for any issues/concerns.
6. Participates in leadership training & education opportunities to enhance personal growth and self-awareness.

Resource Utilization:

1. Responds effectively and timely in a crisis situation.
2. Collaborates with local physician site lead/practice manager/director(s) to ensure a high quality, patient centered and cost-effective work-flow processes.
3. Promotes and supports initiatives to support population health and lower cost of care.
4. Ensures a supportive culture for all employees, physicians, and other customers.

Quality:

1. Participates in the development of quality measures and quality improvement initiatives.
2. Coaches providers with quality concerns, patient complaints, or not meeting expectations such as satisfaction scores, quality metrics, etc.
3. Encourages and practices evidence-based medicine.
4. Promotes education and training of all providers in risk adjustment, and accurate and complete procedural and diagnostic coding.
5. Promotes and supports changes to achieve improvement in quality metrics, patient experience and patient safety.
6. Reviews patient records in response to quality concerns and patient complaints and coaches providers as needed.

Collegiality:

1. Serves as a role model clinician in a productive and high-quality clinical practice.

2. Interacts with colleagues at all levels of the organization and in the community in a diplomatic, professional and tactful manner, including co-workers, staff, physicians, administration, patients and other members of the community.
3. Serves as a professional and clinical resource to others.
4. Shares knowledge and skills, serves as a mentor to peers and trainees.
5. Contributes to a supportive and healthy environment that is open, trusting, respectful and fulfilling.

Leadership Responsibilities:

1. Respond timely to physician/provider issues, concerns, and report of behavioral concerns from any provider, staff member or patient
2. Participates in physician/provider coaching and quality improvement process.
3. Ensures a culture of respect, clinical excellence, and service excellence, always keeping the focus on what is best for patients.
4. Provides leadership and serves as a mentor and resource for all physicians/providers.
5. Assists in communicating and implementing organizational policies and goals, supporting implementation of system strategies and initiatives.
6. Participates in all practice, dyad and leadership meetings.
7. Coordinates the efforts of all clinicians and staff at assigned site to ensure the delivery of high-quality care with compassion and respect.
8. Performs annual performance reviews of providers.
9. Assists in identifying needs, and recruiting, developing, and retaining talented staff members (physicians/APCs and others).
10. Promotes use of technology including, but not limited to, the Electronic Health Record, e-prescribing, the web, mobile phones, email, and voice messaging. Embraces new computer technology and promotes IT training.
11. Participates in peer review processes.
12. Provides input and works with System Director for fiscal and operational success
13. Identifies, initiates, leads, and sustains process improvement activities /techniques to minimize waste, increase quality, drive standardization across the system, reduce waste, and improve customer satisfaction.
14. Performs other duties as assigned.

ABOUT THE LOCATION



Located in Southwest Florida between the Florida Everglades and the Gulf of Mexico, Lee Memorial is situated near the coast between Fort Myers and Naples.

Nestled alongside the Caloosahatchee River in Southwest Florida, Fort Myers is a midsize metro area. It has retained its small-town heritage though, with a charming downtown lined with shops and restaurants, many of which are dog friendly. Museums, parades, festivals, theaters, parks, historical sites and art galleries pepper the metro area and its social calendar.

Surrounding communities include Sanibel, Captiva, Bonita Springs, and Naples.

Some of the wonderful reasons the Greater Fort Myers area is so popular:

- ▲ The Caloosahatchee River, part of the Intracoastal Waterway, flows through Lee County offering many recreational opportunities as well as fabulous waterfront properties. You can travel by boat from the Gulf of Mexico across Florida to the Atlantic Ocean.
- ▲ Shopping malls, outlet shops, and “super stores” are in abundance in this fast-growing area.
- ▲ Natural wonders and wildlife await you: playful dolphins, mild-mannered manatees, many ecological parks and miles of sandy beaches, seashell treasures, many species of saltwater and freshwater fish, soaring eagles and wading herons... truly paradise!
- ▲ The weather is, of course, one of its assets. From rarely cold January through balmy April and May, hot (yet bearable) August through mild December, you will have endless opportunities to enjoy the great outdoors!

The region’s largest and fastest-growing industries include the retail sector, hotels and motels, restaurants, health care, social assistance services, and construction. Companies such as Hertz, Gartner, and Arthrex have large global and local operations.



Just a few miles away, Fort Myers Beach, Cape Coral and Sanibel Island are popular among boaters, kayakers, sailors and anglers.



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