**Position Description: Director of Service, Family Medicine, Denver Health**

Denver Health, in collaboration with the University of Colorado School of Medicine, is seeking a clinically skilled and experienced leader, educator, scholar, and communicator for the position of Director of Service of the Department of Family Medicine at Denver Health and Affiliate Vice-Chair of the Department of Family Medicine of the University of Colorado School of Medicine.

The Director will be an individual who has a passion for providing outstanding care to the underserved, a desire to improve health care systems and processes, the leadership skills to engage staff at all levels and an enduring commitment to training the next generation of physicians and other health care professionals.

**Position Summary**

The Director is **responsible for strategic planning, clinical services, professional performance, business performance, faculty development, and post-graduate medical education** for the department. The Department incorporates full spectrum family practice, including outpatient care, maternal health care including Obstetrics, and inpatient ward attending.

The Director of Service (DOS) **oversees all care delivered** by the Department of Family Medicine and provides overall leadership to the Department, which includes oversight of:

* Denver Community Health Service (DCHS) Community Health Centers served by Family Medicine
* inpatient Family Medicine services including low risk maternity care and the adult medicine teaching service
* medical supervision of the correctional care staff at the Denver Department of Corrections
* academic mentorship for family physicians working in any department at Denver Health

Advancing a culture of excellence and related services, the Director will be dedicated to ensuring performance expectations that provide the highest quality patient care and consistency in clinical care standards, driven by patient safety requirements and clinical outcomes monitoring, with as specific emphasis on diversity, equity, and inclusion. Denver Health supports a triad model, in which the Director partners with nursing leadership and the departmental Operations Director to leverage all skillsets for departmental operations, growth, and improvement.

Denver Health is a major teaching affiliate of the University of Colorado School of Medicine, (CUSOM), and Denver Health physician faculty have full-time academic appointments at the CUSOM. Subject to approval of the Chair, the Director will serve as **Affiliate Vice-Chair** of the Department of Family Medicine of the CUSOM.

Denver Health is a major training site of the highly regarded University of Colorado Family Medicine Residency Program and is the site of Denver Health urban track of the residency. The Director has **responsibility for all aspects of the scholarly and educational programs** based at Denver Health, and will foster collaboration, innovation and excellence in meeting our joint missions.

The DOS will work closely with the Department of Family Medicine at the University of Colorado to **oversee the Family Medicine residency and undergraduate medical education** at Denver Health, including oversight of the Denver Health Track of the residency.

**The Organization: Denver Health System**

Established in 1860, [Denver Health](http://www.denverhealth.org/) is an academic urban safety net health care system serving residents of the City and County of Denver, Colorado, and beyond. **Denver Health** is an integrated, efficient, high-quality health care system that is considered a model for the nation. Uniquely positioned as an integrated healthcare system, Denver Health is nationally recognized for its passion and commitment in providing exceptional care to the communities it serves. As Colorado’s primary safety net institution, Denver Health is a mission-driven organization that has provided more than $3.3 billion in care for the uninsured in the last fifteen years.

Denver Health’s Mission is to:

* Provide access to the highest quality healthcare, whether for prevention, or acute and chronic diseases, regardless of ability to pay;
* Provide life-saving emergency medicine and trauma services to Denver and the Rocky Mountain region;
* Fulfill public health functions as dictated by the Denver Charter and the needs of the citizens of Denver;
* Provide health education for patients;
* Participate in the education of the next generation of healthcare professionals; and
* Engage in research, which enhances our ability to meet the healthcare needs of Denver Health system patients

To achieve its mission, Denver Health integrates acute care with public and community health to deliver preventive, primary, and acute care services. Denver Health serves a diverse patient population, including low-income and immigrant populations. Each year, Denver Health sees persons from around the world who speak more than 50 languages, most commonly Spanish. In total, Denver Health cares for over a third of all Denver residents, including 37% of all children. With more than 7,000 employees, Denver Health is the fourth largest employer in Denver.

Since 1997, the Denver Health and Hospital Authority has been governed by an eleven-member Board of Directors appointed by the [Mayor of Denver](http://en.wikipedia.org/wiki/Mayor_of_Denver) and confirmed by the [Denver City Council](http://en.wikipedia.org/wiki/Denver_City_Council).

The Denver Health system includes the Rocky Mountain Regional Level I Trauma Center, a 525-bed acute care medical center, Denver’s 911 emergency medical response system, 10 family health centers, 19 school-based health centers, the Rocky Mountain Poison and Drug Center, the Public Health Institute at Denver Health, an HMO, and The Denver Health Foundation. Denver Community Health Services is a major resource to the community, serving approximately 180,000 individuals (67,000 children) a year in our Federally Qualified Health Centers.

Denver Health is a leader in performance and quality improvements and remains financially secure, in part, due to its nationally recognized implementation of LEAN principles in healthcare for more than 15 years. In addition to being [recognized directly for these efforts](https://www.denverhealth.org/for-professionals/lean-academy/success-stories), Denver Health demonstrates excellent rankings for health care outcomes, safety, efficiency, and equity, compared with leading academic institutions in the [Vizient University Health System Consortium](https://www.vizientinc.com/our-networks/vizient-member-networks/networks-for-academic-medical-centers). The hospital ranked in the top five percent for inpatient survival for three consecutive years and is the only safety net hospital in the United States to be ranked in the top 10 in overall quality. Additionally, Denver Health has been the recipient of two Peak awards from the Baldridge Performance Excellence program. The strong culture of patient safety, patient-centered care and high quality at Denver Health is the result of the commitment and focus of the entire team.

Denver Health’s mission extends beyond traditional models of health care. As an [Anchor Institution](https://www.denverhealth.org/about-denver-health/anchor-institution), Denver Health functions as a mission-driven entity to leverage its economic power and human and intellectual resources to improve the long-term health and social welfare of the community, with an important focus on building sustainable local economies while achieving equity and economic justice.

**Major Components of the Denver Health system**

Located just south of downtown Denver, Denver Health is just minutes away from many of the cultural and recreational activities Denver has to offer.

In addition to the locations and services below, Denver Health opened a new, 293,000 square foot [Outpatient Medical Center](https://www.denverhealth.org/about-denver-health/outpatient-medical-center) in February, 2021. This state-of-the-art, patient-centered medical complex is a significant expansion on Denver Health’s main campus, bringing together all the services needed for comprehensive specialty outpatient care.

* [Denver Health Medical Center](https://www.denverhealth.org/): DHMC is a 525-bed facility including medical, surgical, pediatric, psychiatric, obstetric units. Denver Health is designated by the American College of Surgeons (ACS) as a Level 1 adult and Level 2 pediatric trauma center.
* [Denver Community Health Services](https://www.denverhealth.org/services/community-health): DCHS is the second oldest and 8th largest Federally Qualified Health Center system in the U.S. and operates 10 large federally qualified health centers in the Denver neighborhoods of greatest need. In 2021, over 180,000 unique patients were seen within Denver Health’s community and school-based health centers, of whom about 67,000 were children and adolescents. Denver Health operates a busy [Refugee Clinic](https://www.denverhealth.org/services/community-health/refugee-clinic) and an active [Transgender Health](https://www.denverhealth.org/services/lgbtq-services/transgender-health) program.
* [School-Based Health Centers](https://www.denverhealth.org/services/school-based-health-centers): 19 clinics located in Denver Public School’s middle and high schools, providing primary care, mental health, reproductive health education and insurance enrollment assistance services.
* [Emergency Department](https://www.denverhealth.org/services/emergency-medicine/emergency-department): Including dedicated adult, pediatric, and psychiatry units, residency program, and several fellowship programs. Total patient volume is approximately 100,000 encounters per year, including approximately 26,000 annual visits in the 19-bed [Pediatric Emergency Department and Urgent Care Center](https://www.denverhealth.org/services/emergency-medicine/pediatric-emergency-urgent-care).
* [Denver Paramedics](https://denverhealthparamedics.org/): the sole provider of emergency medical services for the City and County of Denver, as well as the cities of Sheridan, Glendale, and Englewood. The Department responds to more than 113,000 calls each year.
* Specialty care services: full range of medical, surgical, pediatric, orthopedic and Women’s Care clinics.
* [Outpatient Behavioral Health services](https://www.denverhealth.org/services/behavioral-health): outpatient specialty treatment for mental health and addictions, including substance abuse treatment and neuropsychology.
* [Correctional Care Medical Services](https://www.denverhealth.org/services/correctional-care): Denver Health provides medical and behavioral care to people in the criminal justice system at the Denver Detention Center, Denver County Jail, the Arapahoe County jail, and the Correctional Care Medical Facility, a dedicated inpatient unit in the main hospital with telemedicine capabilities.
* [Denver Health NurseLine](https://www.denverhealth.org/patients-visitors/nurseline): provides 24/7 health advice and recommendations for care, enabling more than 91,000 patients annually to get free and confidential answers to health-related questions.
* [Rocky Mountain Poison and Drug Safety](https://www.rmpds.org/): provides poison and drug information services to medical professionals and the public in Colorado, Nevada, Montana, and Hawaii, and nationwide through arrangements with industry clients and public safety organizations. RMPDS is an international leader in antidote development and medication safety research. RMPDS collaborates with Community Health to operate the [Rocky Mountain Pediatric Environmental Health Specialty Unit](https://www.denverhealth.org/services/community-health/pediatric-environmental-health-specialty-uni).
* [ACUTE Center for Eating Disorders](https://www.acuteed.org/): The nation’s premier medical stabilization program for adolescents and adults who are suffering from the medical complications of severe eating disorders.
* [Denver Health Medical Plan](https://www.denverhealthmedicalplan.org/): Manages over 100,000 covered lives in its commercial, Medicaid, CHP+ and Medicare lines of business.
* [Public](https://www.denverpublichealth.org/) Health Institute at Denver Health: epidemiology and informatics, communicable disease control, health promotion and specialized clinical services (clinics for TB, STD and Family Planning, HIV care and Immunizations)
* [Denver Health Foundation](https://www.denverhealthfoundation.org/), providing financial and other assistance to support Denver Health’s patients, employees, and mission.

**Position Responsibilities**

**Clinical Expectations: Oversee efficient, innovative clinical operations while serving as part time clinician; Support high standard of quality and infrastructure, hard-wiring best practices to support quality outcomes**

* Maintain a clinical practice of Family Medicine at approximately .30 FTE
* Oversee operations of designated primary care clinics to assure clinics meet standards of patient access, patient experience and quality of care
* Support and sustain high functioning leadership teams in the Family Medicine clinics
* Work closely with nursing and operations leadership to support clinic operations, patient flow, patient experience and overall clinic operations
* Lead and participate in clinical quality initiatives relevant to the practice of family medicine. Work with DCHS Quality Improvement (QI) department and clinical teams to develop and monitor clinical quality indicators including identifying and reducing health disparities
* Ensure the application of best practices, incorporating regulatory requirements at the local, state, and national level; utilize benchmarking and data analysis from applicable sources
* Drive innovation in care management and establish efficient operational infrastructure in partnership with support staff and operations to optimize resource allocation and timeliness
* Work with inpatient Family Medicine teams and relevant service lines to coordinate delivery of care and ensure the teams are meeting service line quality indicators

**Academic Expectations: Oversee academic missions and training programs in addition to providing faculty support and building infrastructure to support scholarly endeavors**

* Provide oversight of the substance, quality, review, and evaluation of graduate medical education in the Department
* Ensure delivery of high quality medical student education in the Department
* Be responsible for the substance, quality, review and evaluation of all research programs within the department
* Oversee the academic work of the faculty in accordance with the expectations of the University of Colorado, School of Medicine
* Foster scholarly work and academic development and advancement of faculty and trainees
* Model excellent scholarship
* Mentor faculty members with personalized professional development plans
* Be an active and engaged and highly respected educator
* In conjunction with DCHS Central Management team, promote and support relevant education for all personnel
* Develop and oversee continuing medical education programs for providers in Family Medicine

**Administrative Expectations: Lead department through cultural and infrastructure design that drives goal achievement and quality improvement to continually meet high standards**

* Provide leadership while maintaining a cooperative, collaborative, cohesive and inclusive department
* Oversee the administrative, professional, clinical, financial and educational activities of the department
* Ensure a culture of open dialogue and 360° feedback with all staff, promote healthy team norms, and develop pathways to support staff and promote wellness
* Ensure a culture of diversity and inclusion within the Department of Family Medicine. Identify and address areas of inequity in diversity and inclusion by promoting activities that build awareness and acceptance of all individuals
* Develop annual productivity goals and budgets for the Family Medicine clinics, and work with clinic leadership to meet those goals
* Support and maintain provider development, recruitment, and succession plans, including leadership development for those in leadership position in the department
* Supervise providers in Family Medicine. Direct oversight of clinic Medical Directors, and second line supervision of all other physicians and Advanced Practice Providers (APP’s) in clinical and assigned administrative duties
  + Ensure the ethical practice of family medicine within the Department
  + Ensure that faculty meets performance expectations and customer service standards
  + Assume joint responsibility with DCHS Administration for compliance with requirements and standards of regulatory agencies and accreditation organizations, including preparation for and participation in relevant surveys
* Ensure that Departmental quality and performance improvement activities are achieving goals
* Establish and maintain high standards of professional practice. Oversee and drive a superior patient safety and peer review program
* Ensure the department’s compliance with the Medical Staff Bylaws and hospital policies
* Create, implement and maintain defined objectives for Family Medicine services for clinical improvement, growth, and the expansion of services.
* Encourage participation in research and conference attendance to enhance the reputation of the department

**Communication/Change Management Expectations: Lead with open mindset and strong communications to build teamwork, foster strong relationships and mentor faculty/trainees**

* Establish appropriate communication channels with physicians, nurses, and administration that result in trust, alignment and collaborative working relationships, making patient access to resources a high priority
* Lead by example: establish open non-judgmental dialogue, expect a culture of diversity and inclusiveness, welcome constructive criticism from direct reports, admit errors openly, avoid a punitive response to honest mistakes, demonstrate timely responsiveness, and hold others accountable
* Coach, mentor, and develop others to build internal capabilities and the talent that facilitates succession
* Foster open communication, teamwork and champion change. Effectively manage disagreements and look for opportunities for common ground solutions to disagreements
* Continually communicate and drive high priority strategic initiatives to keep leadership focused. Communicate effectively and regularly to Denver Health leadership and to departmental faculty and staff regarding the overall health and performance of the Department
* Ensure that information relevant to patient care and treatment options are communicated to patients, families and any referring physicians in a timely fashion

**Expectations for Leadership: The Director will have made significant progress in the following measures of success within the first 12-18 months in the role:**

* Establish her/himself as a credible, trusted and highly collaborative clinical leader among the medical staff, administrative leaders at Denver Health and CUSOM through performance as a physician and a physician leader. Cultivate critical relationships inside and outside Denver Health in order to enhance clinical quality, education, scholarship and recruitment. It is essential that the Director be visible and quickly gain credibility.
* Evaluate current clinical operations and make enhancements with department members and administration that result in improved performance, service excellence, patient experience and more efficient ways to meet patient needs.
* Continue to enhance the “team care” culture that strengthens the partnership of physicians and non-physician care providers in delivering outstanding patient care.
* Foster scholarly work in the department.
* Enhance quality parameters, established metrics and outcomes which will be regularly reviewed and monitored, with systems of accountability in place, and reporting methods in use.
* Lead the performance improvement activities within the Department, ensuring high performance in service excellence and outstanding outcomes.

**Reporting & Key Relationships**

The Director of Family Medicine reports to the Chief Ambulatory Care Officer of Denver Health, and collaborates closely with the Chair of Family Medicine at the CUSOM for academic roles and responsibilities.

The direct reports to the DOS of Family Medicine include:

* Family Medicine Medical Directors at the Family Medicine Health Centers.
* Associate Director of Family Medicine and Associate Director of University of Colorado Family Medicine Residency, Denver Health track.
* Family Medicine float team
* Medical Director of Correctional Care
* Administrative Assistant to the DOS

The Department of Family Medicine operates with an integrated service model, offering seamless transitions between the outpatient sites and the hospital. The Director will work closely with the Director of OB/Gyn and the Director of Inpatient Medicine to foster an integrated and collaborative approach to patient care. Other key internal relationships include Directors of the Departments of Pediatrics and General Internal Medicine.

Healthy collaborative relationships with the Chair of the Department of Family Medicine at the CUSOM and the CUSOM Family Medicine Residency Program leadership are also critical. The Department has a strong commitment to both graduate and undergraduate medical education. Residents in the highly-regarded [University of Colorado Family Medicine Residency Program](https://medschool.cuanschutz.edu/pediatrics/education/pediatric-residency-program) urban underserved track complete their clinical continuity practices at Denver Health’s Lowry Family Health Center.

**Candidate Qualifications**

The Director for Family Medicine will be a mid-career to senior faculty member, ideally qualified to be appointed to the rank of **Associate Professor or Professor** of Family Medicine at the CUSOM. The Director should have a **demonstrated reputation** of excellence in clinical care, teaching, professionalism, leadership, mentorship, and scholarship.

Education/Academic Credentials

* Doctor of Medicine or Osteopathic Medicine from an accredited school of medicine.
* Board Certification in Family Medicine.
* Eligible for licensure in Colorado.
* Academic credentials ideally to be appointed to the rank of Associate Professor or Professor of Family Medicine at the CUSOM.
* A reputation for excellence in scholarship, teaching/mentoring and clinical care.
* History of fostering faculty scholarly work

Experience

* Demonstrated professional success within field of Family Medicine as a clinician and leader.
* A passion for delivering strong results in mission-driven organizations–preferably those serving vulnerable, multicultural, and Medicaid populations.
* Experience with growing revenues, meeting budgets, measuring and improving outcomes, and taking appropriate business risks to achieve goals.
* A history of academic commitment through excellence in education applied research, and/or scholarly work.
* A history of successful mentorship of colleagues and/or junior faculty in clinical care, research, scholarly work or education.

Preferred Professional Experience

* A strong record as a respected clinician in Family Medicine.
* Experience in increasing service excellence, including innovation in care delivery.
* Advocacy for marginalized populations including through volunteer work, national and/or international speaking engagements, research/scholarly activity, or notable outstanding experience with these populations in direct clinical care.
* A history of working successfully with other specialties in a collaborative practice.
* Successful experience as a medical educator.
* A history of working successfully with other family physicians and primary care providers, including APPs, to provide excellent services in a patient-centered fashion.
* A track record of successful scholarship and mentorship.

Personal Characteristics

* A strong understanding of healthcare delivery within academic, teaching and/or safety net health systems.
* An analytical thinker with proven ability to navigate and execute in a large, complex healthcare organization.
* An ability to inspire and align faculty and staff, both within Family Medicine and with other Departments, and to advocate for the department and its faculty, staff and programs.
* Strong communication and diplomatic skills; the ability to inspire and effectively communicate with wide and diverse audiences at all levels of the organization and externally.
* The commitment and skill to utilize and analyze data and metrics to support key decisions. Strong fiscal acumen with experience directing a budget of significant size and complexity.
* A collaborative approach and demonstrated ability to take an institutional view.
* Political acumen and the necessary skills to orchestrate, optimize and constructively balance the interests of diverse stakeholders.
* A mentor and developer of people who motivates others to be team players.
* A leader who is committed to the development of faculty, staff, and learners, with an emphasis on diversity, equity, and inclusion.

**Position Location**

Family Medicine administrative offices located in the Denver Health administrative building at 601 Broadway. Family Medicine clinics are located across the health system.

**Additional Position Information**

**Shift**  
N/A

**Work Type**  
Full time

**Pay Range**

Competitive

All job applicants for safety-sensitive positions must pass a pre-employment drug test, once a conditional offer of employment has been made.

Denver Health strongly supports diversity in the workforce and Denver Health is an equal opportunity employer (EOE).

“Denver Health is committed to provide equal treatment and equal employment opportunities to all applicants and employees. Denver Health is an Equal Opportunity Employer and does not discriminate against any employee or applicant for employment because of race, color, sex, age, national origin, religion, sexual orientation, gender identity, status as a veteran, and basis of disability or any other federal, state or local protected class.”

**The Community**

Denver is the capital and largest city in Colorado. The metropolitan area has a population of 2.8 million people, and its growth rate has consistently outpaced the national rate in every decade since the 1930s.The metro area is home to a vibrant, racially and ethnically diverse population. By 2030, Denver Metro’s population is anticipated to increase by nearly 50 percent to almost 3.9 million, with 800,000 new jobs created. Denver has one of the nation’s strongest metropolitan economies and has the greatest percentage of college graduates of any major metropolitan area in the United States. At exactly 5,280 feet, above sea level, the golden dome of the state capitol overlooks downtown, where renovated historic buildings and architecturally striking modern structures stand side by side. Denver is one of only two cities in America with eight professional sports teams. Denver boasts of vibrant culinary scene, a booming arts and culture roster, family attractions, professional sports, and the region's premier shopping. 300+ days of sunshine per year encourages an active lifestyle among residents in Denver’s vibrant parks and green spaces. Outside the city, four national parks, 42 state parks, and the world’s premier ski and mountain biking resorts offer endless adventures for residents and visitors alike.