

UCSF Health

Medical Foundation

Vice President of Operations and Growth – UCSF Health Medical Foundation (San Francisco Bay Area)

Overview:

UCSF Health Medical Foundation is a multispecialty physician foundation, and an associated clinically integrated network [CIN]. Our primary goal is to foster physician collaboration to deliver the most advanced pediatric care throughout Northern California and beyond. We have Pediatric, Ophthalmology, Adult Medicine, and Women's health clinics located throughout the San Francisco Bay area.

UCSF Health Medical Foundation is seeking a Vice President of Operations and Growth to provide strategic and operational leadership across ambulatory and clinical service lines. This role is responsible for driving organizational growth, operational performance, and clinical excellence through practice expansion, infrastructure development, and close partnership with physician leadership to deliver high-quality, patient-centered care.

Key Responsibilities:

Responsible for the growth and development of Adult Primary Care, Adult Specialty Care and Women's Health service areas. Responsible for growth and expansion of Adult Primary Care, including facility selection, contract negotiations, site development, staff hiring and oversight of day-to-day clinical operations.

Responsible for expansion of Women's Health Services within the Bay Area, ensuring service line standards, optimization of practices and enhancement of care coordination. Responsible for implementing initiatives to improve safety, quality, financial performance, regulatory compliance, patient experience, efficiency and capacity of operations. Will lead and support financial and growth goals for the departments and work closely with the practice directors to plan for continued improvement in clinical and financial performance. Will work closely with HR to develop new policies and procedures for a rapidly growing Foundation and Medical Group. Works collaboratively with Physician Leadership in a dyad relationship, ensuring optimal patient care and strategic growth through aligned incentives. Supports UCSF Health Medical Foundation culture through our PRIDE values: Professionalism, Respect, Integrity, Diversity and Excellence.

Supervision: (Reporting Relations)

- Reports to President
- Adult Primary Care and Women's Health Clinical operation directors
- HR Director
- Collaborative relationship with VP, Operations and Strategic partnerships
- Collaborative relationship with Compliance and Safety Analyst
- Works closely through a dyad relationship with Physician leadership

- Partners with UCSF Health Safety, Quality, Risk, Marketing, Communication, Legal, Faculty Departments

Job Performance Standards:

Service Standards: Consistently exhibits behaviors set forth in the attached Standard Work Document

Essential Functions:

A. Productivity/Efficiency:

- Works closely with management team to make practice more efficient and effective through application of practice management analysis.
- Assesses methods and processes, then improves efficiency and effectiveness. Leads through LEAN principles and visual management.
- Participate in annual budgeting process for all clinical segments
- Responsible for Key Performance Indicators [KPIs] for clinical performance
- Provides supportive leadership, counsel and technical expertise to staff as needed.
- Evaluates and identifies staff development needs.
- Maintains effective and consistent communication with direct reports, physicians and administrative staff

B. Critical and Analytical Thinking:

Possess the ability to independently analyze situations and strategize solutions.

Skill in exercising a high degree of initiative, judgment, discretion, and decision-making to achieve organizational objectives. Skill in analyzing situations accurately and taking effective action. Skill in establishing and maintaining effective working relationships with UCSF Health leaders, employees, policy-making bodies, third-party payers, patients, and the public. Skill in organizing work, making assignments, and achieving goals and objectives. Skill in exercising judgment and discretion in developing, applying, interpreting, and coordinating departmental policies and procedures.

C. Technical Skills:

- Strong computer skills, especially in creating and managing spreadsheets
- Experience in creating Power Point presentations
- Experience with EPIC EMR preferred
- Business Case development experience
- Familiarity with Press Ganey

D. Communication (Oral and Written):

- Excellent verbal and written communication skills
- Facilitates communication among physicians, staff and administration
- Convenes meetings, distributes memoranda and schedules in-services as necessary
- Establishes and implements, communicates and enforces policies and procedures that address daily operations of the practice
- Ability to demonstrate diplomacy in communication and conflict resolution techniques

E. Leadership and Professional Accountability:

- Supports leadership and organizational strategic plan direction
- Oversees staff training and development
- Fosters teamwork and promotes collegial collaboration among all team members
- Maintains positive working relationships with the community, medical staff, and all levels of supervision and staff
- Mediates conflict successfully
- Creates opportunities for staff advancement and leadership development
- Actively seeks opportunities for self-improvement
- Manage complex issues across a large and complicated system
- Creates a culture of “excellence”

F. Quality and Service:

- Monitors and addresses potential risk management and quality issues in a timely manner.
- Addresses patient/customer complaints in an effective and timely manner
- Maintains standards of service, productivity, safety, security, and infection control.
- Ensure E.H.R. [Electronic Health Record] optimization within care center
- Coordinates remedial training and annual mandatory education, including compliance, safety, and workplace issues
- Participate in initiatives to achieve performance on quality metrics set forth by the organization
- Lead and drive performance improvement in patient experience

G. Other Job Functions:

- Performs other duties as assigned

Position Requirements:

Education:

- Bachelor's Degree, or associate degree and 10 years of relevant health care experience

Knowledge:

- Strong operations and leadership skills required
- Human resources and financial, management processes and procedures required to effectively plan, organize and coordinate ambulatory care
- Organizational and planning techniques used to manage assigned areas
- Medical terminology, clinical and administrative procedures, equipment, and facilities
- Federal, state, and local laws, ordinances, rules, and regulations relating to the management and operations of physician practices

Experience:

- Leadership experience in complex health care organizations
- Experience in building our Primary Care clinics

Additional Information:

A. Freedom to Act/Accountability

- The incumbent in this class has responsibility for managing the day-to-day operations within the assigned department, including the formulation, recommendation, implementation, and evaluation of effective policies and procedures necessary to provide and maintain quality care within the care center and to meet state and federal regulations. The incumbent must use considerable judgment and discretion to successfully manage these services.
- The incumbent makes clinic decisions and gives direction for specific programs and services after consulting and/or collaborating with the Practice Director, and the Department's Physician Site Leader.

B. Special Skills/Equipment:

- No other special skills/equipment requirements

C. Physical Requirements

- Must be able to lift 20 pounds
- Must be able to walk, stand, or sit for long periods of time

D. Working Relationships/Contacts:

- Acts as a liaison between other departments or agencies and their staffs
- Maintain communication with Leadership on critical issues.
- May serve on a variety of committees which may be comprised of all nursing, multidisciplinary, and/or administrative personnel.
- Maintains effective working relationships with patients, departmental staff, other managers, and physicians.

Benefits:

We offer a competitive benefits package, including a very generous 401(k) and Paid Time Off (PTO) plans.

Annual Salary - 275k-400k

Equal Employment Opportunity

UCSF Health Medical Foundation is an equal opportunity employer. In accordance with applicable law, we prohibit discrimination against any applicant or employee based on any legally-recognized basis, including, but not limited to: veteran status, uniformed service member status, race, color, religion, sex, sexual orientation, gender identity, age (40 and over), pregnancy (including childbirth, lactation and related medical conditions), national origin or ancestry, citizenship status, physical or mental disability, genetic information (including testing and characteristics) or any other consideration protected by federal, state or local law. Qualified candidates with criminal histories will be considered. Our commitment to equal opportunity employment applies to all persons involved in our operations and prohibits unlawful discrimination by any employee, including supervisors and co-workers.