



# tandem health

**Job Title:** Clinical Director of Dental Services

**Reports to:** Dental Practice Administrator

## **Position Summary:**

The Clinical Director of Dental Services is responsible for providing clinical leadership, fostering superior quality patient care, developing dental strategic, goals and direction, and providing for the recruitment and retention of the dental staff at Tandem Health - Dental. Works cooperatively and effectively with the Dental Practice Administrator and Chief Medical Officer utilizing a balanced and collaborative approach to include the perspective of all disciplines involved in the health center's services, ensuring the achievement of annual business and strategic goals, and objectives. Delivers effective and efficient patient care during required clinical time in compliance with established clinical protocols.

## Leadership Duties:

- Holds direct responsibility for all dental provider staff, to include orientation, development, clinical supervision, evaluation, quality oversight, and participating in recruitment.
- Assists in the preparation of and compliance to an operating budget for the dental department in conjunction with the Practice Administrator and CFO. In addition, the Dental Director shall prepare special grant and project budgets as required to meet the goals of the corporation.
- Works collaboratively with the Practice Administrator and Executive Leadership Team in monitoring the performance of the EDR, and oversees updating the system, testing and implementation of new components.
- Investigates and resolves patient grievances regarding quality of care.
- Initiates and assists in the creation, development, Board approval and implementation of Dental department policies and procedures, which are in compliance with the most current accepted professional standards.
- Assists in the proposal, decision-making, development, implementation and the evaluation of new programs for the dental department.
- Leads and maintains an effective quality improvement/quality assurance program and, when required, assists in moving to the next level (NCQA/PCMH).
- Assists the appropriate staff in the solicitation, development, management and evaluation of any grants deemed necessary and useful to the function of Tandem Health. Provides input for the HRSA reports as necessary.
- Provides dental/technical resources to Tandem Health and its providers.
- Assists in the development, implementation and evaluation of marketing efforts deemed necessary by Tandem Health.
- Fosters and supports linkages with appropriate specialists, sub-specialists and related services.
- Demonstrates professional interactions with internal and external customers. Establish and maintain effective working relationships with individuals of various cultural, ethnic, and socioeconomic backgrounds. Represent Tandem Health positively to the community.
- Prepares and submits monthly written reports on Dental Department issues, concerns, program status, initiatives and progress to the Practice Administrator for submission to the VP of Business Operations and the Tandem Health Provider/Quality Team Meetings.



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- Serves as the chief clinical contact for internal and external partners and successfully builds, develops and maintains essential partnerships. Actively reviews evidence-based practice standards, dental care advances and incorporates such standards and advances into the dental practice
- Plays a leadership role in understanding, communicating, achieving and maintaining quality standards and Patient Centered Medical Home Principles (PCMH).
- Participates in all initiatives and concerns involving patient safety, quality, infection control, risk management and patient service, especially those related to provider issues.
- Assures a robust peer review and credentialing process, ensuring quality, safety, service and behavioral issues on the part of the provider staff are addressed fairly and in a timely fashion.
- Provides oversight and direction to HR for a short and long term recruitment strategies, in concert with the Practice Administrator.
- Oversees the process of providers on-boarding and orientation with HR.
- Assists in the provision of continuing education, on-the-job training, and the orientation of staff as requested.
- Determines need and reviews/approves continuing education opportunities for dental providers.
- Manages and supervises the providers and dental staff as assigned.
- Makes recommendations to the Practice Administrator for provider discipline, compliance issues, suspension and termination in accordance with Tandem Health policy.
- Ensures completion of provider performance appraisals in a timely fashion.
- Travels when necessary to fulfill the health center's needs and attends meetings as necessary to represent the corporation and/or Dental Department.

## Patient Care Duties:

- Provides dental services in an outpatient setting, in an organized and efficient manner.
- Provides comprehensive oral health care for acute and chronic problems through treatment with preventive and restorative techniques or through referrals to outside sources for services beyond the scope of the practice.
- Evaluates patient problems thoroughly and appropriately.
- Prescribes or plans appropriate and effective treatment.
- Provides clear documentation of patient visit notes, orders, telephone calls, clinical flow sheets and other records as required by quality standards. Demonstrates excellent communication skills. Effectively communicates with patients, families and other staff members.
- Demonstrates sound judgment and decision-making skills and practices within his/her scope of expertise and licensure.
- Consults with physicians and other dentists appropriately; knows when to seek advice
- Demonstrates teamwork by working effectively with all team members, attending and participating actively in group meetings and conferring with executive leadership and/or clinical managers (i.e., lab, pharmacy, nursing) about any issues that arise.
- Works closely with Practice Administrator and finance department to ensure that all resources, equipment and supplies are utilized efficiently and are cost-effective.
- Responds to organizational needs for leave coverage, office emergencies, chart completion, forms completion, peer review, lab review, and other needs in a cooperative fashion.



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- Consistently demonstrates a professional demeanor and appearance. Serves as a good role model for staff.
- Stays up-to-date in his or her professional field and follows principles of evidence-based medicine. Follows clinical guidelines adopted by the Center.
- Serves as a preceptor or other resource for dental hygienists and dental assistants. May also precept clinical students on a voluntary basis.
- Establishes rapport with public and private clinical care referral resources.
- Participates in QI meetings, peer review sessions and special projects or activities that promote improvement in organizational performance and/or advance the mission, goals and objectives of the Center.
- Performs other related duties which may be assigned by the Chief Medical Officer, and/or Chief Executive Officer. All employees are responsible for promoting and participating in interdisciplinary communication and collaboration to enhance the delivery of quality across the health care system. Employees should maintain an environment which supports and engages patients and co-workers in a caring team based model to promote wellness and improve health outcomes.

## **Qualifications:**

### Education:

- Must have successfully completed dental training at a four (4) year, accredited Dental School and received an DMD or DDS degree
- Successful completion of a residency program in general dentistry
- Minimum of 3 years' clinical experience required
- Demonstrated leadership ability

### Licensure/Certification:

- Must be licensed to practice Dentistry in South Carolina.
- Current CPR certification required.
- Certification from SC DHEC and Federal DEA to prescribe controlled substance medicines.

### Knowledge, skills and abilities:

- Ability to effectively build, coach and lead a team of employees
- Ability to analyze processes to identify areas in need of improvement.
- Ability to effectively implement process changes
- Positive Attitude
- Excellent verbal communication and listening skills
- Extensive knowledge of the principles and practice of dental medicine in the care and treatment of patients.
- Skilled in dental surgery and other treatment techniques.
- A working knowledge of the administrative practices and procedures, rules, regulations and policies that govern the rendering of responsible dental care.
- A working knowledge of public health and preventative care guidelines in oral health care.
- Excellent communication skills.
- The ability to relate with warmth and compassion to patients and co-workers.



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- The ability to effectively supervise professional and non-professional employees in their clinical duties.
- The ability to prioritize tasks and manage time efficiently.
- The ability to be flexible as to the changing needs of the Center.
- Ability to learn and utilize the documentation and database systems at the practice.

## **Work Environment:**

Often very busy atmosphere. Highly stressful when dealing with individual personalities of patients, their families, and co-workers. Potential for regular exposure to blood-borne diseases (Category I). Potential exposure to chemical hazards (Category B).

## **Physical Demands:**

Considerable sitting, standing or walking. Assists in lifting and moving patients as necessary. Lifts supplies/equipment up to 20 lbs. occasionally and/or up to 10 lbs. frequently. Must be able to act rapidly and effectively while following policies and procedures during routine as well as emergency situations. Considerable reaching, stooping, bending, kneeling, and crouching.

## **Employee Acknowledgement of Job Description:**

**Employee:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Supervisor:** \_\_\_\_\_ **Date:** \_\_\_\_\_