

May, 2021

Leadership Profile

Director of Nursing
OB-GYN & Pediatrics



Lowell Community Health Center

Lowell, MA

The Opportunity

This is an opportunity for a maternal child health nurse leader to join a seasoned, committed team of health care professionals in a unique health care center devoted to providing health care services to some of the region's most vulnerable individuals. The Director of Nursing oversees a staff of over 25 clinical staff and works closely with key leadership team members to integrate care and improve care outcomes. They will have the ability to work with an accomplished group of clinicians who are dedicated to the Lowell CHC mission of improving and advancing the highest quality patient care.

Most important is the chance for an individual to lead the Pediatric and OB/GYN critical departments in the health center to better serve a medically and socially complex patient population. They will work closely with Chiefs and Practice Managers of the respective departments and ensure full coverage of access and service needs. They will assess the departments performance, articulate a vision and promote changes as appropriate. This is an opportunity for a hardworking and driven nurse leader who can be part of the passionate leadership team and serve as the internal and external face of these critical departments.

The Organization

Lowell Community Health Center (Lowell CHC) is a non-profit 501(c)(3), federally qualified health center that provides primary care, behavioral health, dental and eye care services to the people of the Greater Lowell area. Lowell CHC is a strategic partner of Circle Health and Wellforce Care Plan (an accountable care organization for the state's MassHealth program). The Health Center is governed by a Board of Directors, whose members reflect the rich cultural diversity of the Health Center's patients and staff, as well as the Greater Lowell community. The Board of Directors is comprised of a consumer majority where over half of its members receive care at the Health Center.

Since its founding in 1970, Lowell Community Health Center has been providing high quality, affordable health services to the community. With a focus on culturally appropriate care, Lowell CHC primarily serves individuals and families who are medically underserved, uninsured, and are low income. Lowell CHC is committed to delivering exceptional care that improves the health of the patients it serves through prevention, treatment, and education. The Health Center's mission is "to provide caring, quality and culturally competent health services to the people of Greater Lowell, regardless of their financial status; to reduce health disparities and enhance the health of the Greater Lowell community; and to empower each individual to maximize their overall well-being." Key services include primary care (pediatric, family, internal medicine, infectious disease, obstetrics, and gynecology), behavioral health care including addiction treatment, dental care, eye care, after hours, outpatient & radiology, community health education, nutrition, school-based health, family planning, youth programs and pharmacy.

Lowell CHC serves a linguistically and racially diverse population. As of 2018, 38% of Lowell CHC's patient population is best served in a language other than English. Therefore, Lowell CHC strives to have a multilingual staff. Lowell CHC's employees speak more than 28 different languages and more than 80 staff members are trained medical interpreters. More than 62% of the Health Center's employees are bi-lingual.

According to self-reported demographics, the Lowell CHC patient population is 43% White, 25% Asian, 14% African/Black, 17% Multiracial, and 1% of the population identifies as Other. 32% of the patients identify as Latino. Given its location in Lowell, Massachusetts, the fourth largest gateway city in the state, Lowell CHC served 32,590 unique patients and half of all Lowell residents in FY2018. Lowell CHC serves as the refugee health clinic for our newly arriving Americans.

Lowell CHC has more than 70 medical, behavioral, eye care and dental health providers, including 42 physicians and 30 nurse practitioners). The Health Center has an overall workforce of approximately 470+ employees and an annual operating budget of \$50.4 million for FY19. 72% of the Health Center's revenue is derived from fees and insurance reimbursement. The remainder of the revenue is raised each year through state and federal grant funding. The Health

Center accepts most private health insurance, as well as MassHealth, Commonwealth Care and Commonwealth Care plans, and is part of the state's new accountable care program. The Health Center does not deny patients of healthcare services because of an inability to pay. Also, of note, more than half of the Health Center's employees live in the city of Lowell.

Lowell CHC is a Level 3 Patient-Centered Medical Home and patients may choose a primary care physician, nurse practitioner or certified nurse midwife from one of the medical providers. Behavioral health services are integrated into the care provided at the Health Center. Patients are able to schedule visits with mental health professionals working at the Health Center.

Since 2000, Lowell CHC has achieved Joint Commission accreditation for complying with rigorous national performance standards that promote quality healthcare delivery. The Health Center met all 19 program requirements during their 2017 HRSA Operational Site Visit. The next visit will take place in 2020. The federal Office of Minority Health highlights Lowell Community Health Center as "one of the top five Community Health Centers in the United States" based upon its culturally competent care. To that end, Lowell CHC operates the Metta Health Center. The Metta Health Center has been open since 2000 and serves as a welcoming place for members of the city's Southeast Asian community and other refugee populations. The Metta Health Center is nationally recognized as one of the nation's first fully integrated East Meets West health care facilities. "Metta" means loving kindness in the Buddhist Pali language.

The Metta Health Center provides primary medical care for patients of all ages using a family medicine model, chronic disease management, nutrition counseling, mental health services, traditional healing advice, acupuncture, massage therapy, social services, meditation, health education and referrals. In addition, Behavioral Health Services are available to all patients at Metta Health Center, including an innovative model for providing behavioral health to Lowell's Southeast Asian community. This model acknowledges the importance of cultural beliefs and pairs a bicultural mental health specialist with a licensed mental health clinician and, if needed, a psychiatrist or a psychiatric nurse practitioner. The mental health specialist not only interprets, but also serves as a bridge between cultures in the treatment. Metta's staff members are experienced, bilingual, and bicultural. The Western providers who treat patients are sensitive to cultural needs. Over the past 18 years, Metta has seen an increase in the number of community members served from around the world. As a result, there is a growing demand for the Metta Center's services, including behavioral health services, nutrition, acupuncture, and massage therapy.

In December 2012, marking the completion of a highly successful \$5 million capital campaign and \$42 million construction project, Lowell Community Health Center opened the doors to a new facility in a converted 1880's mill building. This building brought most of Lowell Community Health Center's operations into a single location and doubled the number of exam rooms. In early March 2018, the Health Center opened a second adjacent building, which houses the dental and vision services, as well as additional primary care and behavioral health services. The new facility is contemporary with large windows that provide magnificent natural light with state-of-the-art equipment throughout the expanded facility. The \$26.8 million expansion project allows for the majority of the Health Center's services to be in one main location. There are also two school-based health centers offsite.

More information about Lowell Community Health Center can be found on its website: <https://www.lchealth.org/>.

The Departments of OB/Family Planning and Pediatrics

OB/Family Planning at Lowell Community Health Center offers the full services of Prenatal/Postpartum and GYN care. Providers include: Obstetricians, Family Nurse Practitioners, and Certified Nurse Midwife for patient care during pregnancy. Certified Nurse Midwives provide care that focuses on the specific needs of women. They are highly educated, independent professionals who also work in collaboration with physicians. We also provide Health Educators

to educate patients and the community on reproductive health and wellness and assist patients with finding health services.

- OB/Family Planning also provides quality, affordable and confidential reproductive health care services for both male and female adults and adolescents.
- Teens receive confidential services; parental consent is not needed.

Additional Services Include:

- Prenatal, delivery, and post-partum care
- Pregnancy testing and options counseling
- Birth control information and services
- Childbirth education
- Referrals to support services, such as WIC (Women Infants, and Children), which has an onsite office at Lowell CHC
- Gynecological/cervical cancer screenings and some gynecological surgeries
- HIV counseling and testing
- Testing and treatment of STDs (sexually transmitted diseases)
- Testing and treatment of urinary tract infections, abnormal pap smears, and breast exams.

Lowell CHC offers Pediatric services to infants, children, and adolescents up to age 17. Compassionate, culturally competent physicians and nurse practitioners are qualified to meet the medical needs of all their patients to assure that children and adolescents receive quality primary care services, with medical interpretation available to all those who request it.

The Position

Reporting to the Senior Director of Nursing, The Director of Nursing is a key clinical nurse leader responsible for ensuring the delivery of safe, cost-effective, culturally appropriate, quality care in the areas of OB-GYN and Pediatrics. The Director of Nursing will work collaboratively with the Senior Director of Nursing, other nursing leaders, the medical staff, and other departments to ensure that the goals of the Health Center are accomplished.

The Director of Nursing is responsible for the ongoing operations and quality of patient care in assigned departments.

- Maintains, reviews, and updates all specialty policies in accordance with the LCHC standards, and regulatory and professional standards.
- Assesses patient care needs and monitors patient satisfaction. Addresses and resolves patient complaints in a timely manner. Sees complaints as an opportunity to reassess and improve process as well as an opportunity for staff education and development. Works to cultivate expectations of individual staff accountability.
- Prepares and monitors salary, operational and capital budget. Monitors use of unit supplies and equipment.
- Participates fully in all survey activity, remaining knowledgeable about changes in standards and updating practices to reflect those changes.
- Encourages and facilitates professional growth and development of staff. Facilitates flow of information from other departments to staff. Coordinates education programs for staff. Evaluates staff performance on an

ongoing basis and completes staff performance appraisals in a timely manner. Provides recognition of exemplary employee performance and provides employee counseling, as necessary. Provide timely and relevant performance evaluations to staff in accordance with LCHC policy and supervisor expectations.

- Supports nursing education and preceptorships, providing an optimal learning environment. Ensures staff are afforded opportunities for professional growth and development that support both new and existing programs of care.
- Develops and enforces effective policies and procedures for the Health Center that ensures compliance with JC, OSHA, CDC, CMS and other local, state, and federal regulatory agencies.

The Candidate

The successful candidate is one able to plan and exercises with a working knowledge of nursing practice and theory. S/he will possess excellent written, interpersonal, time management and presentation skills with flexibility to meet a wide range of service needs. S/he will need to build relationships across the organization along with external agencies in the community.

The Director of Nursing will have a current BLS certification and be a Registered Nurse in the Commonwealth of Massachusetts. S/he will have a minimum of five years management experience in an adult ambulatory care inpatient setting with a focus on maternal child health. Experience with high-risk OB is ideal. S/he must have a background in clinical management and successful operations experience. Experience with electronic medical record systems is highly desired.

The Location

Lowell is a historic Massachusetts city located on the Merrimack River in Middlesex county about 30 miles north of Boston. A crossroad of commerce and creativity, the City of Lowell is a diverse urban environment. Named one of the best places to live by Boston Magazine, the City is characterized by its established arts community, distinct residences, and commercial vitality.

For More Information

We welcome and appreciate referrals. Interested parties should send resume and cover letter to LowellCHC-DN2333@zurickdavis.com. For additional questions, please contact Ellen Mahoney or Myranne Janoff at 781.938.1975. All contact with our office will remain confidential.

Lowell Community Health Center is an Equal Opportunity Employer and is in compliance with Title VII of the Civil Rights Act of 1964 as amended, Age Discrimination in Employment Act of 1967 and the Rehabilitation Act of 1973. It employs without regard to sex, race, color, national origin, religion, age, handicap, or status as a disabled or Vietnam era veteran.