

# Leadership Profile

Medical Director



**Bowdoin Street  
Health Center**

Dorchester, MA

## **Opportunity**

This is an opportunity for a passionate, dedicated Medical Director to advance clinical practice and promote quality care delivery in a community setting, while working to actively tackle social inequities and injustice, advocate for innovation, and contribute to the academic mission of research and education at Beth Israel Deaconess Medical Center (BIDMC).

Reporting to the Executive Director, the next Medical Director of Bowdoin Street Health Center will be a key member of the leadership team. The Medical Director will advise and consult with the Executive Director on medical and clinical aspects of the health center's programs and operations, including organizational development of and maintenance of ancillary and support services. They will help to unify the clinical and administrative members of the organization and create a leadership presence for themselves. This critical role will help drive important changes within Bowdoin Street to support continued financial viability and growth, in addition to potentially expanding services in the future.

## **The Organization**

Bowdoin Street Health Center (BSHC) is a hospital-licensed community health center serving the Bowdoin-Geneva neighborhood of Dorchester, MA. Founded in Boston's Dorchester neighborhood in 1972 by community residents, Bowdoin Street remains focused on providing outstanding, linguistically appropriate, and culturally sensitive medical care while maintaining a tradition of working with residents to identify and meet their unique health needs. This is critical for Bowdoin-Geneva residents who—when compared with residents of neighboring Boston communities—are disproportionately affected by social and economic factors that significantly impact their health. Half of Bowdoin-Geneva residents live below the federal poverty level, and many do not have access to high-quality health insurance. Nearly all BSHC patients are at high risk for serious health complications, including diabetes, obesity, hypertension, and heart disease. BSHC's patient population reflects the racially and culturally diverse demographics of the Bowdoin-Geneva neighborhood, as do the health center's clinicians, who deliver culturally competent, patient-centered care in eight languages.

The health center's mission is to provide excellent, compassionate care to its patients and support the health of the entire community. With a budget of \$10M, Bowdoin Street has over eighty employees and serves over 11,000 patients throughout the Greater Boston area. They provide clinical care in Internal & Family Practice, Geriatric Medicine, Nephrology, OB/GYN, Optometry, Cardiology, Orthopedics, Podiatry, Physical Therapy, Psychiatry and Behavioral Health. As the only health center owned and operated by BIDMC, Bowdoin Street is accredited by The Joint Commission and certified as a NCQA Patient-Centered Medical Home Level III. Bowdoin Street is also a part of Community Care Alliance, LLC. Community Care Alliance is a network of private, independent community health centers in Boston who are affiliated with BIDMC, and who collaborate on clinical and administrative operations.

A staple in the Bowdoin-Geneva neighborhood, Bowdoin Street offers more to the community than solely ambulatory healthcare. The Wellness Center at BSHC was built to offer free or low-cost programs to improve health, including fitness classes such as Yoga, Tai Chi, and Line Dancing. They offer a well-equipped exercise room and a state-of-the-art demonstration kitchen. They offer cooking and nutrition classes, chronic disease management programs, workforce development opportunities, community gardening and programs for children. BSHC welcomes community residents and Bowdoin Street patients alike. By combining health education, physical activity, and support, the Wellness Center follows an approach that's proven to help people get healthier and stay healthier. Over time, this approach can even lower the risk for obesity, diabetes, and high blood pressure—chronic diseases that can be costly to treat.

Bowdoin Street Health Center is a member of Beth Israel Deaconess Medical Center in Boston, which is world-renowned for excellence in patient care, research, teaching, and community service. A Harvard-teaching hospital, the medical center offers medical expertise in cardiology, cancer care, women's health, diabetes/vascular surgery,

obstetrics, transplantation, and HIV/AIDS. If BSHC patients need specialized care, testing, or hospitalization, clinical staff can refer patients or family members to Beth Israel Deaconess Medical Center or Boston Children's Hospital.

This role is an employment model position in the Harvard Medical Faculty Physicians at Beth Israel Deaconess Medical Center, Inc. (HMFP). Harvard Medical Faculty Physicians at Beth Israel Deaconess Medical Center (HMFP) is one of the largest physician organizations in New England and is dedicated to excellence and innovation in patient care, education, and research. As a physician-led organization, HMFP partners with 2,200+ providers to support delivering exceptional care, promote professional development and diversity, and foster balance at work and home.

## **The Position**

The Medical Director holds accountability for the comprehensive provision of services, clinical excellence, professional guidance, and leadership direction for the staff physicians, residents and medical students within the health center. The Medical Director sets care protocols and goals that promote clinical excellence and productivity in ways that are responsive to and respectful of patient and practitioner needs as well as those of other staff.

Reporting to the Executive Director, the Medical Director will operate as a member of the leadership team and provide visionary and pragmatic leadership while representing the mission of Bowdoin Street. In concert with other leadership, the Medical Director will ensure the strategic goals of Bowdoin Street are in alignment with clinical and patient care outcomes. They will plan, initiate and maintain outcomes, patient-oriented quality initiatives and have a mindset of continuous quality improvement to improve patient care. They will serve as a model for and support of creativity, resourcefulness and innovations that support a culture of integrated, team-based patient care.

The Medical Director will provide direct patient care (approximately 50% clinical and 50% administrative/management) and will provide direct supervision and training of staff physicians, residents, medical students, and work closely with specialty care physicians.

### **Duties and Responsibilities:**

- Oversee and provide direct patient care.
- Establish clinician schedules for clinical sessions and administrative time.
- Establish and ensure targets for clinical capacity and utilization are met and the financial success of the medical program is achieved.
- Ensure clinical outcomes are improved through evidence-based strategies and innovative care approaches.
- Lead development and implementation of the health center's Quality Improvement Program, including Patient Centered Medical Home.
- Identify collaborative opportunities for the health center for onsite specialty services, clinical training, community-based participatory research and other clinical programs, services and initiatives.
- Leadership and participation in regulatory audits, implementation and monitoring of corrective actions.
- Be a caring clinician and supportive administrator, by being a highly visible and accessible leader with a work style that is hands-on.

## **The Candidate**

The Medical Director will be a well-rounded leader with an appreciation of and commitment to the mission of community health centers. This is a leader who will be sought after to provide advice and solutions to the clinical teams and enjoys teaching, mentoring, and developing staff. They will be expected to articulate organizational vision and initiatives and must have strong written and verbal communication skills.

The preferred candidate should possess experience in a community health or public health setting, demonstrating skills in staff management, supervision, teaching, instructional abilities, and organizational development. A minimum of 5 years of clinical experience and 3 years of progressive medical leadership and management experience is ideal. The candidate must have successfully completed medical training at a four-year accredited Medical School and obtained an M.D. or D.O. degree, along with the successful completion of a residency program. The Director will have a valid medical license to practice Medicine in Massachusetts. They must be Board Certified or Board-Eligible.

The Director will be comfortable managing complex medical patients and will be eager to guide and mentor other practitioners clinically. The Director sets care protocols and goals that promote clinical excellence and productivity in ways that are responsive to and respectful of patient and practitioner needs as well as those of other staff.

This is a person who can motivate and inspire staff and enjoys developing internal and external relationships. They will be able to demonstrate their abilities as a leader within Bowdoin Street as trusted clinical advisor to the Executive Director. In addition, the Medical Director will be a supportive and collaborative partner to peers and provide valuable mentorship to their team. This is a position where the Director must be able to manage multiple administrative and clinical tasks. The individual must be capable of thriving in a fast-paced environment, showcasing the ability to manage and prioritize multiple, competing tasks, and seek supervisory assistance when necessary. Most important is the passion for and connection to the mission of Bowdoin Street Health Center.

The ideal candidate will also have:

- Evidence of courageous leadership, manifested by the ability to make tough decisions and hold people accountable;
- Commitment to equity and diversity, with demonstrated strength in fostering an environment that promotes, supports, and values cultural awareness and competency;
- Keen diplomatic instincts, emotional intelligence and skill in engaging individuals and groups in constructive conversation;
- The ability to prioritize and integrate clinical initiatives into broader strategic planning, optimizing patient outcomes and resource allocation;
- The ability to lead data-driven efforts to assess and enhance the quality of clinical services, focusing on patient safety and quality, and streamlined workflows;
- Experience in using data effectively to achieve quality assurance/improvement, supervision, and utilization management goals;
- Experience working with and an appreciation for the value of multidisciplinary teams;
- Experience leading provider recruitment and staffing;

### **Critical Success Factors**

Within the first twelve months of hire, the new Medical Director will be charged with specific goals and objectives that they must meet to be successful.

- Demonstrated curiosity in learning and engaging with the Bowdoin Street community.
- Assessment, evaluation, and implementation of optimal models of care
- Creation of a culture of innovation, learning and professional development
- Development of trusting relationships with peers and colleagues throughout Bowdoin Street and a reputation as an empathic and inspiring change agent

- Measurable improvement in patient access to clinical services and clinical quality
- Evidence of improved provider morale and retention

### **Compensation and Benefits**

An attractive compensation package will be constructed commensurate with the background and experience of the selected candidate. Additionally, as an HMFP employee, the Medical Director will have access to a strong benefit package.

### **For More Information**

We welcome and appreciate referrals. Interested parties should send resume and cover letter to: [Bowdoin-MD-2416@ZurickDavis.com](mailto:Bowdoin-MD-2416@ZurickDavis.com). For additional information, please contact Ellen Mahoney or Amanda McCarthy at 781.938.1975. All contact with our office will remain confidential.

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