

JOB DESCRIPTION

Job Title:	Near Patient Physician Lead
Location:	Japan
Legal Entity:	International SOS Japan Ltd.
Reports Functionally to:	Near Patient Regional Medical Director
Supervising Interface:	
Reports Administratively to:	Country Lead / Head of Tricare Japan Services
Works Closely with:	TRICARE Program Management Office Members Near Patient Physicians and Medical Teams Near Patient Regional Medical Director Head of Quality Assurance
Functional Reports:	Near Patient Physicians Near Patient Medical Team Lead

The Employee shall at all times conduct his/her duties within the tenets of the Hippocratic Oath, consistent with best ethical and medical practice.

A. Overall Purpose Of The Job (Brief description of the primary purpose of this position)

This position serves as the TRICARE Near Patient Physician Lead for a specific country in which there may be multiple Near Patient Physicians and Nurses. This position is responsible for and provides clear medical leadership for the Near Patient efforts within the country to include both TRICARE Prime and Prime Remote beneficiaries.

The program provides end-to-end care experience facilitation for TRICARE beneficiaries as they journey through purchased care sector provider care in selected regions outside the United States. The Near Patient Physician Lead serves as the liaison between the local Near Patient Medical Teams, the MTF (Military Treatment Facility) leadership, and the PCSPs (Purchased Care Sector Providers). In this role, the Near Patient Physician Lead will promote productive dialogue between all listed parties to ensure the success of the Near Patient program.

This includes:

- Training other Near Patient Physicians and their subordinates about International SOS, the US Military health care system, and the TRICARE Overseas Program (TOP).
- Promoting and facilitating the education of PCSPs regarding International SOS, the US Military health care system, and the TOP.
- Promoting and facilitating the education of MTF leadership regarding International SOS, TOP, and the Near Patient Program objectives.
- Qualified and experienced medical practitioner who understands nuances of host nation medical care and understands US beneficiary expectations of care.
- Establish and maintain effective and strong relationships with PCSPs.

- Establish and maintain effective and strong relationships with medical leadership at MTFs
- Build effective relationships with the Near Patient Nurse Lead, other Near Patient Team Nurses, and physicians, Near Patient Program Operational Staff, Regional Medical Director, and TOP Leadership

B: Key Requirements

Key Requirements include:

- Provide functional oversight of all NPT activities
- Provide direction and guidance to the NPT for escalated Inpatient Medical Management (IMM) cases that include when required reviewing Interim Discharge Summaries
- Creating a centralized on-call duty roster for Near Patient Physicians in Japan and S. Korea to include participating in on-call duties
- Monitor and manage Near Patient Medical Team caseloads using the TRICARE CRM management tools
- Travel to MTFs and PCSPs as required to build and foster relationships
- Support when required routine MTF meeting/event attendance, regular contact with MTF personnel to discuss medical cases, and meet with MTF medical leadership in accordance with the Statement of Responsibility
- Support provider visits and inspections
- Ability to work proficiently with TRICARE CRM system and provide SOAPE updates within the contractual/internal KPI's
- Ability to manage effectively service delivery issues with MTF's and PCSP
- Escalate as required to Near Patient Regional Medical Director to discuss/highlight case complexities/challenges
- Ensure that Near Patient Medical Teams support Quality Assurance initiatives and case specific potential quality incident investigations and events. This will include compliments and complaints plus service recoveries
- Conduct annual appraisals and when required manage performance improvement plans of Near Patient Team members
- Near Patient Physician Lead location will be an individual decision based on service activities and key Near Patient locations
- English language proficiency (written and oral)

C. Key Responsibilities (Critical responsibilities and skills of this position, listed in order of importance)

Near Patient (TRICARE)

- Management and Administration (TRICARE)
 - Through direct supervision, provide support to the Near Patient Physicians
 - Facilitate effective positive teamwork and clear channels of communication both internally and externally.

- Establish regular communication mechanisms to ensure the effective transmission of information to TOP medical staff on organizational and business objectives.
- Interface with the Near Patient Physician to assure alignment.
- Provides regular reports to the Near Patient Regional Medical Director on the status of the program to include any interactions with the MTF, network and International SOS staff as well as any feedback to include compliments, complaints, and suggestions from these stakeholders.
- **Service Delivery**
 - Overseeing Inpatient Medical Management within the AOR
 - Drive strategic TRICARE initiatives in the region, as they relate to the Near Patient Program.
 - Demonstrate an understanding of the differences in the scope of services we provide the client.
 - Knowledge and adherence to International SOS internal policies and procedures, as well as policies and procedures outlined by our clients.
 - Ensure that patient's information is stored appropriately in related systems and follows the internal procedures on privacy. Patient information is not shared with other departments or externally.
 - Communication with clients and colleagues is professional and meets business standards.
 - Achieve relevant objectives / KPI's as outlined by Near Patient Regional Medical Director.
 - Support Quality Assurance initiatives working closely with Head of Quality Assurance

US Government Liaison

- Demonstrate an understanding of the TOP key contractual requirements and collaborate closely with the Near Patient Regional Medical Director to ensure that relationships with the US Department of Defense, the US Department of State, DHA, TOPO, US military operational leaders and executives are always positive and consistent with the contractual obligations.
- Participate in appropriate social, professional, and networking events which assist International SOS with strengthening the DoD/DHA relationship in the region.
- Support the development of close and constructive working relationships between the MTFs, other government stakeholders, and the Near Patient Teams.

Medical Service Delivery (TRICARE)

- Ensures that all operational delivery of TOP medical services and patient care across the region coordinated by the medical team meet the appropriate standard of medical quality in accordance with the TOP Clinical Quality Medical Plan (CQMP), DHA service level expectations.
- Through regular dialogue, establish and continue an excellent working relationship with the Near Patient Regional Medical Director.

- Reviews regularly with the Head of Clinical Quality feedback on PCSP and gathering of clinical information that contributes to the Quality ratings.
- Ensures that all KPI's for the delivery of Near Patient Program services within the area of responsibility are met.

Quality Assurance

- Working together with the Near Patient Regional Medical Director to support quality assurance regarding the provision of all TOP medical services delivered by the Near Patient Program for their AOR, including adherence to client quality plan indices (in particular the CQMP), case audit and review service recovery, assessment of near misses, grievances, Potential Quality Incidents (PQIs) and Quality Incidents (QIs).
- Support and monitor Corrective Action Plans and a structured implementation of measures to further enhance the delivery of services as a result.

Global Assistance Network (GAN)

Work closely with the Head of Clinical Quality and associated staff to ensure prioritization of TOP network development focus in the region providing key provider relationship development in keeping with the contract requirements and client feedback.

- To visit designated TRICARE locations across the region as required liaising with MTF Commanders, staff, and medical providers.
- May assist in validation of scope, quality, and credentialing of TOP medical providers in accordance with DHA-mandated requirements.

Management and Administration

- Facilitate effective positive teamwork and clear channels of communication both internally and externally.
- Provide positive and negative feedback on NPT work.
- Set clear standards, action plans and yearly performance appraisals for functional reports.
- Input and play an active role in overseeing medical staff succession planning and development programs.
- Respond to requests for information from the client that are cleared by International SOS
- Provide oversight of disciplinary NPT issues and escalate these issues to the Regional Medical Director.
- Assist with the maintenance of the Statement of Responsibility
- Provide oversight of MTF Huddles
- Create an environment in the NPT that promotes process improvement and open communication.

Additional Responsibilities

- Work flexible hours as appropriate to the needs of the position.
- Participate and prepare for designated TRICARE meetings, quality and case reviews and annual audits, as operationally required.

- Assist with the training of new Near Patient Medical Team members.
- Work within and promote all International SOS's policies, procedures, and corporate values.
- Be aware of Intl. SOS' OH & S policies and procedures.
- Undertaking project work or reasonable duties as requested by Near Patient Regional Medical Director.
- Maintain medical license and up-to-date passport.

This job description outlines the general ways in which it is expected you will meet the overall requirements of this post.

The list of tasks is not an exclusive one, and duties may be varied from time to time. This job description is subject to regular review.

D. Job Profile

Required Skills and Knowledge (Brief description of technical knowledge or skills needed to perform the job)

- Demonstrated confident decision-making in acute clinical case management
- Strong leadership and staff management skills within a matrix organization
- Effective both strategically and at an operational level
- Effectively balance medical needs with commercial considerations
- Proactive, solutions and client-focused
- Negotiation skills
- Time management
- Aptitude for working in a commercial organization
- Cultural awareness
- Interpersonal and rapport building
- Professional presentation and communication
- Flexibility to work rostered on call pattern and travel as required within AOR.

Required Competencies (Critical behaviors necessary to successfully perform the job)

- **Deciding & Initiating Action:** Makes prompt, clear decisions which may involve tough choices or considered risks; Takes responsibility for actions, projects, and people; Takes initiative, acts with confidence, and works under own direction; Initiates and generates activity.
- **Leading & Supervising:** Provides others with a clear direction; Sets appropriate standards of behavior; Delegates work appropriately and fairly; motivates and empowers others; Provides staff with development opportunities and coaching; Recruits staff of a high caliber.
- **Relating & Networking:** Establishes good relationships with customers and staff; Builds wide and effective networks of contacts inside and outside the organization; relates well to people at all levels; Manages conflict; Uses humor appropriately to enhance relationships with others.

- **Persuading & Influencing:** Makes a strong personal impression on others; Gains clear agreement and commitment from others by persuading, convincing and negotiating; Promotes ideas on behalf of self or others; Makes effective use of political processes to influence and persuade others.
- **Presenting & Communicating Information:** Speaks clearly and fluently; Expresses opinions, information, and key points of an argument clearly; Makes presentations and undertakes public speaking with skill and confidence; Responds quickly to the needs of an audience and to their reactions and feedback; Projects credibility.
- **Delivering Results & Meeting Customer Expectations:** Focuses on customer needs and satisfaction; Sets high standards for quality and quantity; Monitors and maintains quality and productivity; Works in a systematic, methodical, and orderly way; Consistently achieves project goals.
- **Coping with Pressure & Setbacks:** Works productively in a pressurized environment; Keeps emotions under control during difficult situations; Balances the demands of a work life and a personal life; Maintains a positive outlook at work; Handles criticism well and learns from it.

Required Work Experience (Brief description of the job-related experience needed to perform the job)

- Medical Doctor with 5 years plus post-graduation experience
- Senior management experience in leadership function
- Broad clinical and health care provision experience preferably within General Practice, Family Medicine, Internal Medicine, Accident and Emergency, Anesthetics, ICU
- Military health care system experience preferred
- Team and performance management experience
- Client account management experience
- Business acumen
- Computer literate

Required Qualifications (Brief description of the educational background needed to perform the job)

- Post-graduate qualification desired
- Full registration to practice medicine in the country of origin

Required Languages (Brief description of the language skills needed to perform the job)

English language proficiency (written and oral) plus proficiency in the language(s) of the host nation in the AOR

Travel / Rotation Requirements (Brief description of any travel or rotation requirements)

- To support client-sanctioned travel requests as well as reasonable request from the TRICARE senior management to meet contract requirements.

This job description outlines the types of responsibilities the incumbent is required to perform.

The incumbent may be required to perform job-related tasks other than those specifically presented in this job description. This job description is subject to regular review.

Name & Signature of Employee

Date

Makoto Hanjo
Head of TRICARE Services Japan
International SOS Japan Ltd.

Date

Version: V2.1 MBMH