

ED Medical Director Roles and Responsibilities

Job Description

The specific role and responsibilities of an emergency department (ED) medical director vary based on the size, characteristics, and leadership structure of the department. As an example, in some departments portions of the duties specified below may be the responsibility of the department chair, vice-chair, medical director, or other members of the ED leadership team. Nevertheless, the following are leadership tasks that should be considered in a description of the roles and responsibilities of the ED medical director.

Clinical and Service Operations

- Collaborate with ED nursing leadership, emergency physicians and advanced practice provider (APP) staff, and hospital administration to ensure the ED care delivery model achieves high-quality emergency care and evolves to match the needs of the patients, the department, the hospital, and the community.
- Develop, maintain, update, and implement departmental policies, procedures, and protocols.
- Ensure providers are aware of and compliant with departmental, hospital, and medical staff policies.
- Work to ensure that medical staff policies support the department and hospital vision for ED care.
- Coordinate staffing and scheduling of physicians and APPs.
- Perform quality assurance and lead improvement initiatives within the department.
- Serve as chair or co-chair of the Emergency Services Committee or its equivalent.
- Provide input into the operating and capital budgets of the department.
- Monitor patient experience and patient flow. Design and implement process improvement strategies to improve and optimize these areas.

Regulatory

- Monitor ED-related regulatory issues and ensure ongoing regulatory compliance.
- Educate staff on regulatory issues and requirements.
- Prepare for and participate in accreditation or certification surveys involving the ED.

Liaison Relationships

- Investigate and respond to patient complaints or grievances related to patient care (physicians or APPs).
- Work to ensure effective communication between ED physicians and APPs and other hospital medical staff.
- Have membership in or chair hospital committees as appropriate. These may include a medical staff executive committee and committees for disaster preparedness, critical care, quality improvement, case management, risk management, utilization review, etc.
- Serve as community and media representative when necessary in collaboration with hospital administration and public relations department.

Recruitment/Orientation

- Establish a process for, and participate in, the recruitment of qualified emergency care providers including key nursing personnel.
- Ensure appropriate credentialing, orientation, and training of providers in compliance with hospital policies and consistent with departmental needs.

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- Maintain knowledge of facility human resources (HR) policies and procedures and work with HR and legal team when necessary.

Risk Management

- Participate in risk management activities including communication with facility legal representative(s) concerning relevant departmental issues. Work with ED staff to identify and mitigate areas of high risk.

Education

- Identify and participate in, and/or provide opportunities for, ongoing focused education courses for/by the ED staff, as appropriate to the staff, patient population, and facility needs.
- Additional teaching or supervisory responsibilities may exist in teaching facilities.

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