



HEALTHY MINDS
STRONG COMMUNITIES

MDI Medical Directors Education:

Part 1: Effective Leadership: Navigating Complexity within the Organization

March 12, 2025

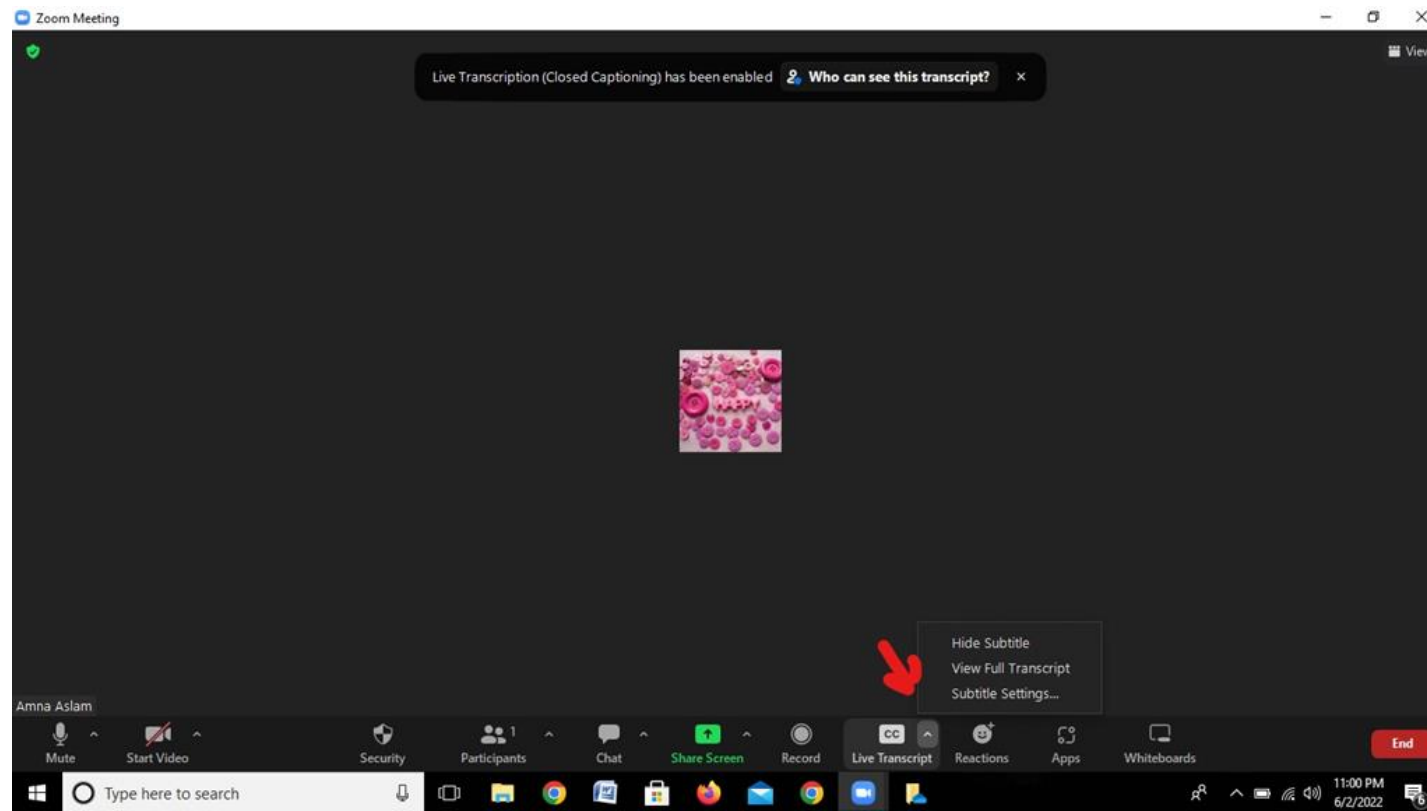
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Speakers



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Agenda

- Welcome & Introductions
- Understanding Yourself and Your Organization
- CCBHC Medical Director Requirements
- Understanding and Managing the Role
- Effective Communication and Organization Savvy
- Resources
- Q&A

Focus Areas

- Describe the different role scopes for the Medical Director
- Discuss how to choose your “scope goal” and advocate for it
- Elaborate on how to advocate for an expanded role of accountability and responsibility
- Discuss effective collaboration with the CEO, others in the C-Suite, and critical collaborators
- Understand how to lead diverse professional groups, including clinicians and operations professionals.



Understanding Yourself and Your Organization



Understanding Yourself and Your Organization

Yourself

- Your Passion – Your Mission
- Your Competencies
- What you want to learn
- What you want to produce

Your Organization

- Job descriptions and what the organization really wants from the medical director
- There's a saying - "Actions speak louder than words"
- Words of a great mentor – "***Everything's*** political!"



CCBHC Medical Director Requirements



CCBHC Medical Director Requirements

Applies to both demonstration and grantee CCBHCs:

“The management team will include, at a minimum, a CEO or Executive Director/Project Director, and a psychiatrist as Medical Director. The Medical Director need not be a full-time employee of the CCBHC... The Medical Director will ensure the medical component of care and the integration of behavioral health (including addictions) and primary care are facilitated.”



https://www.samhsa.gov/sites/default/files/programs_campaigns/ccbhc-criteria-2022.pdf

CCBHC Medical Director Requirements

- While the CCBHC medical director/leader may do some service provision in some parts of the system their medical director related role is one of guidance, standard setting, and monitoring and assuring the delivery of a good standard of care for persons being treated and served by the system.
- The CCBHC medical director/leader should provide a role model in their interactions with others for delivery of care that is recovery oriented, customer centered, culturally competent, and inclusive and welcoming of diversity.

5 Important Qualities for a Medical Leader (and One to Avoid)

Listening

Vision

Integrity

Empathy

Optimism

Authoritarian
Style

Medical Director Capabilities

System Change Agent

- Able to identify treatment and service gaps from both the behavioral and the physical health system's perspective and to create a common vision as to potential solutions.
- Promotes and supports engagement of all stakeholders.
- Well-grounded in system change management skills and evidence-based models.

Communicator

- Ability to foster a collaborative environment, alignment, and psychological safety within the stakeholder team and trust with the community at-large.
- Communicates with authority and humility.
- Community provider liaison.

Clinical Thought Leader

- Ensures consistent application of high quality medical and psychiatric care across the continuum.
- Ability to be a care model innovator taking into account unique community needs and resources and value-based design and delivery tactics.
- Ability to foster a collaborative environment, alignment, and psychological safety within the stakeholder team and trust with the community at-large.

Medical Director Capabilities

Operations Steward

- Extensive knowledge of regulatory compliance, accreditation, and safety standards.
- Collaborate with administrative leadership to ensure appropriate medical records are maintained as required by regulations, internal policies, and procedures, etc.
- Follow and comply with all local, state and federal regulations, laws and standards.

Role Model

- Model care-delivery that is recovery-oriented, customer-centered, culturally competent, inclusive and welcoming of diversity.
- Model empathic, person-centered clinical service, leadership, teamwork and communication.

Stakeholder Engagement

- Provide leadership in engaging challenging systems, populations, and individuals with complex needs.
- Develop and maintain collaborative relationships with key stakeholders within the system, including other payers, regulators, providers, participants, families, and peers.

Understanding and Managing the Role

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- Defining Personal/Professional Goals
- Different Role Scopes and Expectations
- Advocating for Expanded Roles
- Leading Diverse Professional Groups



Effective Communications and Organization Savvy

Effective Communications and Organization Savvy

- Managing Upwards and Staff Development
- Navigating Power Dynamics and Structures



Questions?



Resources



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