

Chief Medical Officer (CMO – OG-5) – SBP-BSC	
1. Job Reporting Relation	
Reports to: Director GSD	Directly Supervises: ACMO's, BMO's & BMC's
2. Job Objective	
The position provides leadership and oversight for effective delivery of medical services to all eligible stakeholders of SBP, SBP-BSC and NIBAF in a cost effective and standardized manner, ensuring implementation of proper financial controls.	
3. Functions of the Position	
<ul style="list-style-type: none"> a. Make policy proposals/recommendations based on best market practices for efficient and effective delivery of medical facilities to stakeholders with proper financial and internal controls in place. b. Provide leadership for continuous improvement of medical facilities at the Bank's Head Office and all field offices by leading and directing a team of in-house physicians and other team members. c. Train, motivate & develop medical care staff. d. Ensure quality medical care is provided to patients by approved hospitals, laboratories, consultants etc. and ascertain that the treatment is relevant according to Bank Rules. e. Supervise the process of periodic screening of hospitals/consultants/laboratories for enlistment/removal, revision of rates and ensure clearance of their bills. f. Monitor outsourced/external Pharmacy services. g. Conduct periodic review of formulary to ensure value addition and medical efficacy. h. Participate as member of Medical Review Committee and constitute Medical Board for examining medical conditions of patients and report its finding for management's action. i. Develop SOPs for smooth operations of medical services function and ensure its effective implementation in addition to exercising financial and monetary oversight. j. Propose technological improvements in line with latest developments to enhance process efficiency. k. Perform any other work, which may be assigned by the senior management including attendance of patients as and when referred. 	
4. Key Result Areas/Principal Accountabilities	
<p><u>Medical Care</u></p> <ul style="list-style-type: none"> a. Ensure implementation of requisite SOPs and compliance matrices in all field offices/regions/HOK. b. Combine right mix of business and clinical knowledge so that maximum satisfaction of stakeholders can be ensured. c. Lead functional interventions to provide more comfortable and cost effective medical services to all stakeholders. d. Attend patients with complex medical history, provide treatment or identify need for referrals to specialist or hospital. e. Ensure that strict confidentiality and impartiality is maintained whilst dealing with patients. <p><u>Quality Control</u></p> <ul style="list-style-type: none"> a. Assign concerned staff to visit hospital(s) periodically and/or emergency basis to verify particulars of admitted patient(s). b. Work closely with outside medical service providers and in-house physicians to ensure high standards of quality. c. Ensure compliance of applicable relevant Bank Rules and recommend necessary revisions as per best practice. d. Develop/implement plans to ensure continuous improvement of medical services and service delivery standards within the ambits of financial oversight. 	

- e. Facilitate medical and paramedical staff in improving technical and customer relations skills.
- f. Review list of formulary on a periodic basis and identify medicines that offer greatest value and medical efficacy.

Operational Management

- a. Supervise review of technical report in case of emergency hospitalizations for conducting special investigations.
- b. Monitor the inventory of medicines issued/kept by the Outsourced Pharmacy.
- c. Supervise preparation of medical services budget, monitor expenditure incurred on medical facility at SBP, SBP-BSC and NIBAF and take necessary steps to control variation from budgetary allocation.
- d. Effectively participate as member of Medical Review Committee. Recommend improvements in medical facilities, as per relevant rules and regulations.
- e. Constitute Medical Board on the recommendation of ACMO's and MO's, participate as Chair in conducting Medical Board; conduct clinical examination, examine evidence(s) and make recommendations keeping in view the Bank Rules past decisions.
- f. Timely reporting of relevant statistics to management e.g. number of patients attended, referrals issued by each doctor etc.
- g. Ensure enforcement of related policies and procedures across SBP, SBP-BSC and NIBAF, with a specific focus on financial controls.

Employees related Key Result Areas

- a. Coordinate and oversee the activities of practitioners, ensuring adequate clinical coverage to facilitate visiting patients.
- b. Ensure capacity building of doctors and other medical staff by keeping them abreast of technological advancements in the field of medicine.
- c. Monitor implementation of office procedures relating to staff matters like transfers/postings/joining etc. and ensure related arrangements are made on a timely basis.
- d. Closely monitor team member's performance, create synergies to bring increased efficiency, ensure credible succession arrangements, encourage team work and address their developmental needs.

Awareness and Preventive Health Care

- a. Supervise awareness programs to encourage healthy lifestyle and psychological fitness among Bank's employees.
- b. Closely monitor peculiar trends in diseases, medicines etc. and suggest preventive measures to the management for timely resolution in a cost effective manner.
- c. Suggest/Supervise programs that encourage preventive medical care and improve psychological wellbeing of Bank's employees on a regular basis.
- d. Provide expert advice on health promotion and awareness for decision making to the management.

5. Interaction

Within Organization	Outside Organization
<ul style="list-style-type: none"> • Patients • Concerned Director • Concerned Group Head 	<ul style="list-style-type: none"> • Hospitals/ Consultants/ Specialists/Labs • Pharmaceutical Companies/Medicine Suppliers

6. Competencies

<ul style="list-style-type: none"> • Achievement orientation • Communication • Teamwork • Strategic orientation • Accountability • Customer Service Orientation 	<ul style="list-style-type: none"> • Resource Management • Championing and Embracing Change • Problem Solving • Initiative • Impact and Influence
-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

7. Skills

Computer Skills, Communication Skills, Interpersonal Skills