

CAROLINA FAMILY HEALTH CENTERS, INC. POLICY

TITLE: EXEC-200 Organizational Structure

EFFECTIVE DATE: May 1999

SECTION: Executive

REFERENCE PROCEDURE: N/A

RESPONSIBLE CHIEF OF STAFF: Chief Executive Officer

RESPONSIBLE COMMITTEE: Central - Executive

REVIEWED: 10/03, 01/08, 11/14, 02/15, 04/16, 07/16, 02/17, 09/18, 11/18, 05/25/2021, 07/26/2022, 01/24/2023, 07/25/2023, 02/25/2025, 02/24/2026

I. PURPOSE

The purpose of this policy is to provide a visual representation of the organizational structure and to create uniformity and clarity to the organizational relationships within Carolina Family Health Centers, Inc. (CFHC, Inc.).

II. POLICY

CFHC, Inc.'s organizational structure is hierarchical and relies on a vertical line of authority (i.e., chain of command). As outlined on the attached *Organizational Charts*, CFHC, Inc. maintains a governing Board of Directors that has specific responsibility for the oversight of CFHC, Inc. and depicts the reporting relationships of the staff. The Chief Executive Officer (CEO) reports directly to the Board of Directors, and the Board of Directors maintains authority for approving the selection and termination/dismissal of the CEO. It is the policy of CFHC, Inc. to comply with Health Resources and Services Administration (HRSA) requirements to request prior approval for a change in the Chief Executive Officer.

CFHC, Inc. maintains distinct departments within the organizational framework based on function and/or specialization. The separate departments are not designed to create silos of work or information but rather depict areas of the organization with similar functions, directly reporting or eventually reporting to a Chief of Staff. It is understood that all of the departments at CFHC, Inc. rely on one another to provide efficient and patient-focused services.

The following eight (8) departments are recognized at CFHC, Inc.:

1. Administration
2. Compliance
3. Dental
4. Experience
5. Finance
6. Medical
7. Operations
8. Pharmacy

The following position titles classify the workforce within CFHC, Inc. as approved by the Board of Directors. The purpose of creating specific position titles is to maintain standardization across the organization, to describe the responsibilities of the position, and to reflect the position responsibilities. Additionally, the position titles are meant to be comparable not only within the organization but also with industry standards.

Chiefs of Staff

The Chiefs of Staff are considered the key management staff responsible for carrying out the activities of CFHC, Inc. The Chiefs of Staff is the group that supports the operations and has duties and responsibilities that are clearly inclusive of the entire scope of services offered through the organization. All Chiefs of Staff report directly to the CEO. Additionally, all staff under the Chiefs of Staff designation are at no less than a full-time position. Each Chief of Staff is directly responsible for overseeing a specific department, as noted adjacent to the position title.

Chief Executive Officer (Administration)
Chief Compliance Officer (Compliance)
Chief Dental Officer (Dental)
Chief Experience Officer (Experience)
Chief Financial Officer (Finance)
Chief Medical Officer (Medical)
Chief Operating Officer (Operations)
Chief Pharmacy Officer (Pharmacy)

Directors

Directors report directly to a Chief of Staff. Directors are responsible for a large functional area of the organization that provides patient services at more than one physical location.

Director of Clinical Pharmacy Services
Director of Clinical Services
Director of Communications
Director of Finance
Director of Grant Management
Director of Human Resources
Director of Information Technology
Director of Integrated Behavioral Health Program
Director of Medication Adherence Clinic
Director of Outreach and Enrollment
Director of Population Health
Director of Revenue Cycle and Health Information
Director of Risk Management and Quality Improvement
Director of Ryan White Program

Managers

Managers within the organization report directly to a Chief of Staff or Director-level position within the organization. Managers maintain high-level professional and/or technical skills to

oversee a specific process or function and typically are responsible for operations at a single physical location.

Billing Manager
Clinical Site Manager
Dental Site Manager
Integrated Behavioral Health Program Manager
Medication Assisted Treatment Program Manager
Pediatric Program Manager
Pharmacist Manager
Population Health Manager – Medicaid
Population Health Manager – Medicare
Radiology Manager
Ryan White Program Manager
Tailored Care Management Program Manager

Supervisors

Supervisors provide oversight to a specific technical operation within the organization. Supervisors may report to a Manager, Director, or Chief of Staff.

Front Office Supervisor – Dental
Front Office Supervisor – Medical
Housekeeping Supervisor
Medical Records Supervisor
Outreach Supervisor
Referrals Supervisor

Clinical Providers

The clinical providers of the organization are named such that individuals seeking care understand the type of services the clinical provider may provide. Clinical providers typically practice independent judgment within their area of expertise.

Dental Provider

- Dentist
- Dental Hygienist

Mental Health Provider

- Licensed Clinical Social Worker
- Licensed Clinical Social Worker Associate
- Licensed Recreational Therapist

Medical Provider

- Physician
- Pediatrician
- Nurse Practitioner
- Physician Assistant

Pharmacy Provider

- Pharmacist
- Clinical Services Pharmacist

Clinical Support

Clinical support staff is typically an administrative or technical position assigned to complete specific tasks to directly or indirectly support Clinical Providers. Clinical support staff may be licensed/certified or unlicensed/uncertified.

Care Coordinator

- Care Coordinator I – Population Health
- Care Coordinator II – Population Health
- Care Coordinator I – Tailored Care Management
- Care Coordinator II – Tailored Care Management

Case Manager

- Case Manager I – Housing Coordinator
- Case Manager I – Pediatrics
- Case Manager II – Pediatrics
- Case Manager I – Population Health (Medicaid)
- Case Manager II – Population Health (Medicaid)
- Case Manager I – Population Health (Medicare)
- Case Manager II – Population Health (Medicare)
- Case Manager I – Ryan White
- Case Manager II – Ryan White
- Case Manager I – Tailored Care Management
- Case Manager II – Tailored Care Management

Certified Medical Assistant

Certified Nursing Assistant

Certified Nursing Assistant - Interpreter

Dental Assistant

- Dental Assistant I
- Dental Assistant II

Licensed Practical Nurse

Patient Navigator

Phlebotomist

Ryan White Program Nurse – Outreach Coordinator

Triage Nurse

Technicians

Technicians are technical positions within the organization and are assigned to complete specific tasks.

Facility Technician

Housekeeping Technician

Pharmacy Technician

- Pharmacy Technician I
- Pharmacy Technician I – Eligibility
- Pharmacy Technician II
- Pharmacy Technician II – Clinical Services

- Pharmacy Technician II – Eligibility
- Pharmacy Technician II – Quality Assurance

Radiology

- Radiology Technician
- Mammography Technologist

Sterilization Technician

Specialists

Specialists are technical positions within the organization and are assigned to complete specific tasks.

Health Information Management Specialist

Information Technology Specialist

Pharmacy Eligibility Specialist

Staff Accountant

Support Specialist

- Patient Support Specialist – Medication Assisted Treatment
- Patient Support Specialist – Formerly Incarcerated Transition
- Peer Support Specialist – Ryan White

Associates

Typically, an entry-level administrative or technical position assigned to complete specific tasks within the organization.

Billing Associate

- Billing Associate I
- Billing Associate II

Compliance Associate

- Compliance Associate I
- Compliance Associate II

Communications Associate

CQI Associate – Compliance

CQI Associate – Integrated Behavioral Health

CQI Associate – Ryan White

Finance Associate

- Finance Associate – Accounts Payable
- Finance Associate – Cash

Front Office Associate

- Front Office Associate I – Call Center
- Front Office Associate II – Call Center
- Front Office Associate I – Dental
- Front Office Associate II - Dental
- Front Office Associate I – Medical
- Front Office Associate II - Medical

Human Resources Associate

- Human Resources Associate I
 - Human Resources Associate II
- Medical Records Associate
- Medical Records Associate I
 - Medical Records Associate II
- MedServe Associate
- Outreach Enrollment Associate
- Referrals Associate
- Referrals Associate I
 - Referrals Associate II

Couriers/Drivers

Typically, an entry-level administrative or technical position assigned to complete specific tasks within the organization.

- Driver – Courier
- Driver – Patient Transportation
- Driver – Pharmacy

Administrative Assistants

Typically, an entry-level administrative or technical position assigned to complete specific tasks within the organization.

- Administrative Assistant – Medical
- Administrative Assistant – Operations
- Executive Assistant

III. ATTACHMENTS

- Organizational Chart – Administration*
- Organizational Chart – Compliance*
- Organizational Chart – Dental*
- Organizational Chart – Experience*
- Organizational Chart – Finance*
- Organizational Chart – Medical*
- Organizational Chart – Medical-Clinical Support Staff*
- Organizational Chart – Medical-Integrated Behavioral Health Program*
- Organizational Chart – Medical-Ryan White*
- Organizational Chart – Operations*
- Organizational Chart – Pharmacy*