



# CHAPMAN UNIVERSITY

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Director of the Student Health Center

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Prepared by **Keeling**  **Associates**  
Change for Learning

## The Opportunity

Chapman University is seeking an experienced college health leader to serve as the Director of the Student Health Center. Staffed by professionally licensed medical assistants, nurse practitioners, and a Medical Doctor, the Student Health Center provides primary and urgent care services to the University's diverse student population. The Director will oversee the day-to-day operations of the Center while ensuring that the Center's policies, procedures, and protocols are well aligned with health care laws and regulations and best practices in college health. A deep and working knowledge of these standards and practices, as well as a commitment to ensuring the delivery of high-quality, equitable, and accessible care to students, is essential. Chapman has set a competitive salary range of \$160K-\$190K, commensurate with experience and qualifications; a comprehensive benefits package is included as part of the compensation.



## About the Student Health Center

The [Health Center](#) supports Chapman students' educational progress and success by providing quality medical care in a compassionate and caring manner and nurturing the physical, mental, and spiritual aspects of the whole person. The Center's dedicated team of practitioners provides a variety of services, including first aid, treatment of acute illness, health maintenance and screenings, and reproductive health services as well as additional outreach and support to promote student health and wellbeing. The Center is open Monday through Friday from 8:30 am – 5:00 pm, with after-hours and weekend medical support offered through a third-party provider.



## Job Summary

Reporting to the Vice President for Student Affairs, the Director of the Student Health Center is responsible for providing strategic, clinical, and administrative leadership to the Student Health Center while addressing critical operational issues and contributing to the overall wellbeing of the University's student population. The Director is expected to maintain appropriate standardized procedures, oversee the effective credentialing and privileging of clinical staff, and ensure the timely review of charts. The successful candidate will possess a strong knowledge base in health center operations and experience navigating federal and state regulations pertaining to healthcare compliance standards, policies, and procedures. This individual must be familiar with college student health, understand student identity development and inclusive practices, and demonstrate skill in forming relationships with faculty and staff in other departments (e.g., Office of Peer and Health Education, Student Psychological Counseling Services, Disability Services, Greek Life, Residence Life, etc.). The Director will work collaboratively with medical and counseling providers within a community committed to the holistic health and wellbeing of students.



# Priorities for the Incoming Director

- In light of recent leadership changes and ongoing enhancements to the Student Health Center, the University is seeking a strategic, collaborative, and adaptable leader to offer stability and clear guidance in continuing to move the Center forward and maintaining the high standard of care to which students have become accustomed.
- The new Director will have the opportunity to further enhance and implement policies and procedures around operations, care protocols, clinician privileging, and compliance. Knowledge of and direct experience with college student health operations will be a valuable asset in this regard.
- With influence and reach expanding beyond the Student Health Center, the Director will be instrumental in building strong relationships and partnerships with campus colleagues in support of student health and wellness.
- The Health Center team collaborates with a psychiatrist in Student Psychological Counseling Services and with physicians in Athletics and the Dance program. The Director will provide key oversight, ensuring streamlined and consistent standards, communications, and collaborations among these medical providers.

## Key Responsibilities

### **Provide Leadership to the Medical Care Team:**

- Coordinate with the medical director and other healthcare providers to ensure the provision of high quality, comprehensive, culturally informed, accessible, and confidential medical care for students
- Supervise healthcare providers and support staff, including contract physician(s), nurse practitioners, and nursing staff; administer credentialing, privileging, orientation, proctoring, and annual performance evaluations
- Licensed clinicians: assess and treat students presenting with various physical complaints and provide laboratory analysis of blood, urine, and other samples; non-clinicians: maintain oversight and serve as an effective resource and support to providers in this capacity
- Develop clinician staffing plans for academic year and break periods, balancing needs of staff with timely access to care

# Key Responsibilities (continued)

## Maintain Standardized Procedures:

- Oversee the maintenance of standardized procedures for nurses and nurse practitioners and establish a method for quality control and ongoing evaluation of the competence of nurse practitioners authorized to perform patient care in accordance with the California Board of Registered Nursing
- Confirm that nurse practitioners meet the experience, training, and educational requirements required to perform their position functions in accordance with federal and state rules and regulations

## Oversee Credentialing Process:

- In collaboration with the VP for Student Affairs and the Provost, oversee a credentialing committee of healthcare professionals to review and approve credentialing applications, ensuring education, training, licensure, certifications, and references
- In collaboration with HR, ensure background checks for all clinical staff, including active live scans
- Establish schedule for confirming healthcare providers' licensure status

## Implement and Maintain a Privileging Process:

- In coordination with the Medical Director, administer a process in which a specific scope and content of patient care services are observed, reviewed, and authorized for all healthcare clinicians in three phases: (1) initial application of privileges when a healthcare clinician is hired; (2) ongoing evaluation based on credentials, annual performance evaluations, and patient comments; (3) the reappointment and renewal of privileges every two years
- Communicate with the Vice President of Student Affairs and Provost any risk management concerns regarding the privileging of all clinicians before renewal privileging is granted



# Key Responsibilities (continued)

## **Oversee Quality Care Assurance Mechanisms:**

- Oversee peer/chart reviews and maintain a schedule for regular external review of charts
- Develop and conduct Health Center staff evaluations
- Review and update as needed all job descriptions for staff and ensure awareness of standardized procedures, including MDs
- Oversee impaired provider protocols
- Serve as the primary Electronic Health Record (EHR) administrator and custodian of health records in the Health Center
- Oversee operation of lab equipment and proper sterilization techniques
- Maintain on-site pharmacy compliance in accordance with the California State Board of Pharmacy
- Solicit patient feedback and satisfaction surveys, as well as feedback methods for students and administration
- Assure quality of care by developing and interpreting Health Center policies, procedures, and standards of care
- Assure communication and compliance with relevant regulatory boards (e.g., CA Board of Registered Nursing, OSHA), and other governing agency regulations; measure health outcomes against established state-regulated standards and make or recommend adjustments

## **Other Administrative Responsibilities:**

- Oversee Health Center budget and other assets, including the procurement and maintenance of medical equipment, supplies, and facility needs
- Facilitate administration of the student health insurance program
- Collect student health information in accordance with University policy
- Communicate as needed with federal and state agencies to ensure compliance with laws relating to health care, i.e., communicable diseases, OSHA, prescription medication dispensing, etc.



# Qualifications

- A medical degree, advanced degree in nursing, physician assistant degree, or master's degree in healthcare administration, public health, or a related field; a licensed physician, NP, or PA is preferred
- A minimum of 5 years of experience in healthcare administration or management is required, with a background in university health services strongly preferred
- Clinical and administrative supervision experience in a health care setting
- Knowledge of healthcare regulations, accreditation standards, and best practices in college health
- Strong leadership, strategic planning, and problem-solving skills
- Excellent communication and interpersonal skills
- Ability to work collaboratively with diverse teams and stakeholders



# About Chapman University



Founded in 1861, [Chapman University](#) is a private research (R2) institution located in Orange County, California. The University is ranked in the top 15% of American colleges and universities and has been named one of the two “Most Innovative” universities in the West by *U.S. News and World Report*. Chapman has an enrollment of over 7,600 undergraduate and 2,300 graduate students from 49 states, 2 territories, and 82 countries. Twenty percent of students are first

generation and 40% identify as Persons of Color (POC). The University’s personalized education gives each student a unique opportunity to become an original thinker who rises to the world’s challenges. Chapman offers 65 undergraduate majors and 57 minors in addition to accelerated, bridge, masters, and doctoral programs while maintaining a 12:1 student-to-faculty ratio. Students participate in over 175 clubs and organizations and 21 NCAA Division III athletic teams, and 42% study abroad. Take a virtual tour of Chapman’s scenic campus and explore the University and the surrounding community [here](#).

## Living in Orange County

[Orange County](#) is consistently featured as one of the most visited places in the country. With world famous theme parks like Disneyland and Knott’s Berry Farm, beautiful beaches just 20 minutes from campus, and a wide array of dining, entertainment, and cultural attractions, there is much to do and see. Click on the following links to learn more about the local community and the resources and amenities available.

- [Visit California: Places to Visit in Orange County](#)
- [Guide to Historic Old Towne Orange and Orange, California](#)
- [Moving to Orange County](#) (housing and rental information and resources)
- [City of Orange Website](#)
- [Websites for Other Orange County Cities](#)



## Employee Benefits, Services, and Perks

Chapman offers an array of benefits, services, and perks to help employees thrive in all areas—from health and wellness, to finance and savings, to life and family. The University’s benefits specialists provide expert insights and customized solutions to meet individual needs. Explore more detailed information about the following benefits on the [University’s Human Resources website](#).

- Medical plans and spending accounts
- Dental and vision plans
- Income protection and time away from work
- Retirement benefits
- Scholarshare 529 (college savings plan)
- Discounted products and services
- Tuition benefits
- Backup child and elder care
- Adoption reimbursement
- Rideshare discounts and incentives
- Wellness benefits
- Employee assistance program (EAP)
- Workplace perks and discounts

## Diversity, Equity, and Inclusion

Chapman University celebrates and teaches diversity through academic coursework, events, speakers, student clubs, and workshops. Chapman is committed to fostering learning and working environments that encourage and embrace diversity, multiple perspectives, and the free exchange of ideas as important measures to advance educational and social benefits. Learn more about Chapman’s DEI resources, strategic initiatives, governance, news, and events [here](#).

# Application Process

Chapman has partnered with Keeling & Associates (K&A) in this search process. Interested applicants must send a cover letter and resume, preferably in PDF format, to [recruiting@keelingassociates.com](mailto:recruiting@keelingassociates.com). The subject line of the email should read “Chapman— Director of Student Health.” Confidential inquiries and nominations should be addressed to Dr. Shadia Sachedina, Executive Search Consultant, at [ssachedina@keelingassociates.com](mailto:ssachedina@keelingassociates.com). All applications received by **October 1, 2024**, will receive full consideration. The application review process will continue until the position is filled.



*Chapman University is an equal opportunity employer committed to fostering a diverse and inclusive academic global community. The University is dedicated to enhancing diversity and inclusion in all aspects of recruitment and employment. All qualified applicants will receive consideration for employment without regard to race, color, religion, age, sex, sexual orientation, gender identity, gender expression, national origin, ancestry, citizenship status, physical disability, mental disability, medical condition, military and veteran status, marital status, pregnancy, genetic information or any other characteristic protected by state or federal law. The University is committed to achieving a diverse faculty and staff and encourages members of underrepresented groups to apply.*