Standard Job Description

Job Title
System Compliance Coordinator-CCHHS

Department
CCHHS

Job Summary
Under the direction of the Cook County Health & Hospitals System (CCHHS) Compliance Officer, assists with all health plan, state, federal and other regulatory compliance processes to support the mission and vision of CCHHS. Adheres to the organization's Code of Ethics and Corporate Compliance Program and complies with all relevant policies, procedures, guidelines and all other regulatory and accreditation standards. Supports the coordination of administrative compliance program activities for CCHHS for both the provider and the health plan.

This position is exempt from Career Service under the CCHHS Personnel Rules.

Typical Duties
- Provides comprehensive support services for the compliance program assisting with all health plan, state, federal and other regulatory compliance processes
- Develops and presents complete and accurate compliance program materials, i.e. documents, memorandums, presentations, projects, overheads, slides, graphs, charts and listings
- Schedules and coordinates department meetings; documents meeting minutes and prepares agendas
- Gathers data and generates narrative and statistical reports to include but not limited to financial, legal and regulatory information
- Monitors and manages the department budget
- Coordinates compliance projects and assists the Corporate Compliance Team in completing tasks to meet deadlines
- Works with the Compliance Officers on the coordination of audits and audit follow-up
- Compiles, reviews and analyzes data received from audits to identify potential compliance issues
- Makes suggestions to improve operations and support corrective actions based on findings of audits, reviews and/or analyzes
- Secures office accommodations for new compliance program employees to include telephone extension, computer hardware, software and file access, office supplies and training modules
- Orders office supplies and coordinates the purchase and installation of capital items such as fixtures, computers and other items as directed
- Organizes the system and data files supporting the compliance program material
- Maintains a high level of confidentiality regarding all departmental operations
- Supports system level surveys that include but not limited to Dual Employment and Accounting of Disclosures surveys
- Provides compliance guidance as directed by the Corporate Compliance team
- Gathers and records departmental metrics/statistics to clearly and efficiently monitor the activity of the compliance program
Typical Duties continued
- Maintains understanding of regulatory requirements and accreditation standards
- Performs general office duties as determined

Reporting Relationships
Reports to the CCHHS Compliance Officer

Minimum Qualifications
- Bachelor's Degree from an accredited college or university.
- Two (2) years of experience in one or more of the following areas: healthcare (provider or health plan), corporate compliance, finance, risk management, process improvement, quality management, legal, or government
- Intermediate proficiency using Microsoft Excel

Preferred Qualifications
- Experience in a healthcare setting (provider or health plan)
- Awareness of coding, billing, medical records and documentation
- Experience with Military, Federal, State Government, or Local Government related to healthcare (e.g. Centers for Medicare and Medicaid (CMS) and/or the Illinois Department of Healthcare and Family Services (HFS))
- Prior experience in report development
- Proficiency with Microsoft Office (Word, PowerPoint and Outlook)

Knowledge, Skills, Abilities and Other Characteristics
- Knowledge of healthcare regulatory requirements and accreditation standards
- Knowledge of corporate compliance and healthcare processes
- Excellent interpersonal skills necessary to communicate with all levels of staff and a patient population composed of diverse cultures and age groups
- Meticulous organization and planning skills
- Strong interpersonal skills
- Strong customer service and listening skills
- Demonstrates computer proficiency
- Demonstrates good phone and email etiquette
- Behavioral commitment to quality work and customer service philosophy
- Demonstrate analytical and organizational, problem-solving, critical thinking and conflict management/resolution skills
- Demonstrate good listening and critical thinking
- Demonstrate consistency and reliability in effort with focusing on attention to detail, accuracy and precision
- Ability to prioritize, plan and organize projects and tasks
- Ability to multi-task and meet deadlines in a fast paced and stressful environment
- Ability to maintain a professional demeanor and composure when challenged
- Ability to function autonomously and as a team member in a multidisciplinary team
- Ability to train by presenting concepts and demonstrating tasks
- Ability to perform accurate and reliable mathematical and budget estimates
- Ability to establish and maintain quality control standards
- Must be able to travel to work sites throughout Cook County
Physical and Environmental Demands
This position is functioning within a healthcare environment. The incumbent is responsible for adherence to all hospital and department specific safety requirements. This includes but is not limited to the following policies and procedures: complying with Personal Protective Equipment requirements, hand washing and sanitizing practices, complying with department specific engineering and work practice controls and any other work area safety precautions as specified by hospital wide policy and departmental procedures.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of the personnel so classified.

For purposes of the American with Disabilities Act, “Typical Duties” are essential job functions.

Approval: ___________________________ 12.08.2017
Cathy Bodnar
Chief Corporate Compliance and Privacy Officer

Approval: ___________________________
Gladys Lopez
Chief Human Resources Officer

Job Code: 5307
LC 12/8/2017