



**Job Code:** 6432

**Grade:** 24

**HCWR:** N

**Job Title**

Director of Inpatient Care Coordination

**Department**

Cook County Health

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

**Job Summary**

Provides direction, leadership, planning and management of processes associated with discharge planning, inpatient social services and utilization management for the John H. Stroger, Jr. and Provident Hospitals of the Cook County Health (CCH). Ensures program activities are conducted in accordance with the CCH strategic plan as well as accreditation, regulatory and contractual requirements.

**General Administrative Responsibilities**

*Collective Bargaining*

- Review applicable Collective Bargaining Agreements and consult with Labor Relations to generate management proposals
- Participate in collective bargaining negotiations, caucus discussions and working meetings

*Discipline*

- Document, recommend and effectuate discipline at all levels
- Work closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements
- Initiate, authorize and complete disciplinary action pursuant to CCH system rules, policies, procedures and provision of applicable collective bargaining agreements

*Supervision*

- Direct and effectuate CCH management policies and practices
- Access and proficiently navigate CCH records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements

*Management*

- Contribute to the management of CCH staff and CCH' systemic development and success
- Discuss and develop CCH system policies and procedures
- Consistently use independent judgment to identify operational staffing issues and needs and perform the following functions as necessary; hire, transfer, suspend, layoff, recall, promote, discharge, assign, direct or discipline employees pursuant to applicable Collective Bargaining Agreements
- Work with Labor Relations to discern past practice when necessary



**Typical Duties**

- Directs a division responsible for processes associated with discharge planning, inpatient social services, utilization management and denial management for the John H. Stroger, Jr. and Provident Hospitals of the CCH.
- Develops program description and work plans as well as annual program goals for approval by the Utilization Management Committee and CCH Quality Committee. Ensures plans and program goals reflect the needs of the community served and the strategic direction of the CCH.
- Conducts annual evaluation and analyzes data to identify program successes as well as barriers/impediments to effective utilization, patient satisfaction and other desired performance benchmarks. Spots trends, identifies opportunities and assess financial performance. Makes recommendations for improvement.
- Collaborates effectively with clinical administrative leadership, nurses, physicians, therapists and others to identify and implement strategies to improve efficiency and responsiveness of services.
- Collaborates with Utilization Management Committee leads and appropriate clinical representation to improve throughput, length of stay readmission rates and transitions.
- Provides direction and support to managers on how to maintain and achieve desired performance outcomes with a primary focus on team performance as it relates to utilization management, discharge planning and denial management.
- Optimizes departmental performance through efficient use of electronic medical record (EMR) systems and data reporting capabilities.
- Develops, organizes and manages processes to comply with payer requirements and the community based- network for post-acute care services.
- Maintains current knowledge of Medicare/Medicaid requirements, best practices for discharge planning and alternate levels of care by participation in seminars, webinars, in-services and review of applicable professional publications. Uses knowledge to support improved outcomes, patient satisfaction and financial performance.
- Participates in external committees and internal workgroups as requested.
- Performs other duties as assigned.

**Minimum Qualifications**

- Bachelor's degree from an accredited college or university with Seven (7) years of case management experience in a health care environment OR Master's Degree from an accredited college or university with Five (5) years of case management experience in a health care environment
- Must be licensed as a Licensed Registered Professional Nurse or Licensed Clinical Social Worker (LCSW) in the State of Illinois
- Three (3) years of management experience in a healthcare environment

**Preferred Qualifications**

- Previous experience working with diverse populations.
- Previous work experience in multiple health care setting (e.g. ambulatory, hospital, physician practice, skilled nursing facility, long term acute care, etc.)



**Knowledge, Skills, Abilities and Other Characteristics**

- Knowledge of modern management and supervision practices and the ability to apply them in the workplace.
- Thorough knowledge of Medicare/Medicaid requirements, best practices for discharge planning and alternative levels of care.
- Strong analytical and critical thinking skills necessary to conduct evaluations, analyze data, identify departmental performance strengths/weaknesses and make recommendations for improvement.
- Excellent written and oral communication skills necessary to communicate with all levels of staff, actively serve on committees, develop plans and programs, clearly explain results of evaluation studies, and make recommendations for improvement.
- Interpersonal skills necessary to work with and promote positive, collaborative, professional, and customer focused working relationships with all levels of staff and a highly diverse patient population.
- Strong initiative and leadership skills necessary to implement positive change.

**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.**