

Human Resources
750 S. Wolcott
Room: G-50
Chicago, IL 60612



Job Code: 6436
Grade: 23
FLSA: Exempt

Standard Job Description

Job Title
Manager of Extended Care Services

Department
Integrated Care

Job Summary

Organizes and monitors the care of Cook County Health and Hospitals System (CCHHS) patients received in post-acute facilities or by contracted vendors. Identifies appropriate facilities/vendors that meet CCHHS standards patient care, organizes the staff to assess patient progress and continued need for care, and assures compliance with CCHHS managed care and other relevant contracts. Develops approaches to care that leverage system resources while providing efficient, effective care.

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

General Management Duties & 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 meeting

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 CCHHS system rules, policies, procedures and provision of applicable collective bargaining agreements

Supervision

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

Management

- Contribute to the management of CCHHS staff and CHHS' systemic development and success
- Discuss and develop CCHHS system policy and procedure
- 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

- Tracks and trends, utilization resources and trends in treatment and payer requirements.
- Identifies resources in the community to meet identified patient needs and standard of care.
- Develops process to review requests for use of extended services to evaluate medical necessity and cost benefits.
- Monitors invoices to assure amounts billed are in alignment with care provided and negotiated fee schedule.
- Assigns staff to assure completion of case work in accordance with CCHHS standards.
- Manages team members in regards to hiring, performance appraisals, promotions, vacation schedules and payroll functions.
- Rounds with staff at least three (3) time as week to evaluate case knowledge including completeness of assessment, understanding of medical plan of care, identification of service barriers and creation of a strategy(s) to address service issues.
- Maintains a thorough understanding of the external environment and CQHHS strategy.
- Amends team processes to reflect changes in Medicaid/Medicare requirements, CCHS strategy or accreditation requirements.
- Supports the development, implementation and execution of policies and procedures to support the achievement of departmental/organization goals.
- Participates on assigned committees and workgroups as appropriate.
- Supports the Department Director in regards to the development of annual work plan, budget requirements and required resources.
- Identifies opportunities for improvement; collaborates with other staff to create a plan and improve performance.

Reporting Relationships

Reports to the Director of Ambulatory Care Coordination

Minimum Qualifications

- Bachelor's Degree from an accredited college or university
- Current license as a Registered Professional Nurse in the State of Illinois
- Five (5) years of nursing case management experience in an inpatient setting
- Three (3) years of experience working with patients with multiple chronic illness and/or mental illness
- Two (2) years of supervisory experience in a healthcare setting

Preferred Qualifications

- Managed Care Payor Experience
- Experience providing care coordination in an inpatient setting

Knowledge, Skills, Abilities and Other Characteristics

- Knowledge of JCAHO, NCQA, Medicare/Medicaid requirements, performance improvement.
- Knowledge of electronic record systems
- Knowledge of modern management and supervision practices and the ability to apply them in the workplace
- Analytical and mathematical skills necessary to monitor invoices/billing, review data and make recommendations to support operational improvement

Knowledge, Skills, Abilities and Other Characteristics continued

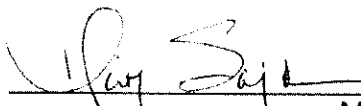
- Excellent written and oral communication skills necessary to communicate with all levels of staff, assist in the development of plans and programs, clearly explain results of evaluation studies, and make recommendations for improvement
- Ability to anticipate needs of a diverse patient population
- Ability to successfully manage and organize multiple priorities in a fast paced, stressful environment while meeting deadlines and established guidelines
- Ability to design workflows to meet changing operational requirements
- Interpersonal skills necessary for consensus building and to work with and promote positive, collaborative, professional, and customer focused working relationships with members of the executive team, hospital staff across all disciplines, and post-acute providers and payers
- Strong initiative and leadership skills necessary to implement positive change
- Proficiency in Microsoft Office-Outlook, Word, Excel and PowerPoint

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:  08.12.2016
Mary Sajdak Date
Senior Director of Integrated Care Management

Approval: _____
Gladys Lopez Date
Chief of Human Resources