



Job Code: 8003

Grade: 24

HCWR: N

Job Title

Associate Chief Nursing Executive, Ambulatory Services

Department

Nursing Administration

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

Job Summary

The Associate Chief Nursing Executive, Ambulatory Services is the executive nursing leader responsible for providing strategic and operational excellence for ambulatory care across Cook County Health (CCH) for primary care, specialty care, ambulatory procedures, and transitional case management. The Associate Chief Nursing Executive, Ambulatory Services oversees all matters affecting the clinical operations of the Ambulatory and Community Health Network (ACHN) clinics and programs, as well as planning for the future, and in establishing community payer linkages for health improvement, which will achieve excellence in Quality, Patient Service, operational efficiency and revenue optimization. Works with the Chief Administrative Officer, Ambulatory Care Services (COA, ACS) to effectively and efficiently manage the operations of the service line. Develops and implements the organization's plan for providing nursing and other clinical care to patients for all ambulatory based programs. Oversees the development of organization-wide patient care programs, policies, and procedures that describe how nursing and patient care is assessed, interventions planned and provided, and outcomes evaluated. Plans, directs, and coordinates activities of multiple nursing departments in the outpatient arena to maintain standards of patient care, and advises the Chief Nursing Executive (CNE) in matters related to clinical operations for ambulatory based services. Participates with leaders of the Ambulatory Executive Team, management team, and medical staff in planning, promoting, and conducting ambulatory quality assessment and performance improvement activities.

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



General Administrative Responsibilities

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

- Responsible for clinical scope of practice for all non- provider clinical roles throughout CCH ambulatory care and establishes clear roles and responsibilities for top of license practice.
- Oversees care coordination and transition of care for high risk populations across the continuum
- Oversees day to day clinical operations and clinical outcomes for the Specialty Clinics, Ambulatory Procedures areas, Care Coordination including Transition of Care and Primary Care
- Directs the nursing/ clinical educational programs of ambulatory staff to ensure clinical objectives are met and competency of skills is maintained to safely deliver quality care to patients and communities CCH serves. Identifies learning opportunities to improve clinical care.
- Collaborates with COA, ACS and Medical Directors to optimize revenue and operational efficiency, quality and patient service.
- Collaborates with physicians and other clinical leaders and operations to develop Centers of excellence for acute and chronic conditions, including orthopedic care, diabetes, oncology, ophthalmology, stroke COPD and heart failure.
- Analyzes data and collaborates with Leadership improve patient outcomes achieved through the development and implementation of evidence-based nursing standards and processes of clinical practice and clinical care compliance with regulatory and legal standard
- Ensures that patient safety events and patient concerns are reviewed, analyzed and improvement/ prevention strategies are implemented.
- Leads the planning, development, and execution of an organization and culture promotes patient safety and clinical quality, as benchmarked by CCH and externally by America's Essential Hospitals (AEH), Leapfrog, Centers for Medicare & Medicaid Services (CMS), Healthcare Effectiveness Data and Information Set (HEDIS) and other quality programs. The Associate Chief Nursing Executive, Ambulatory Services needs to be an articulate



Typical Duties

spokesperson and role model for clinical quality excellence in outpatient care and patient centered medical home

- Conducts all aspects of the job in an ethical manner in support of the system's commitment to ethical behavior in all areas of personal and professional activity
- Ensures organizational accountability within the limits authorized by policies, procedures, and budgets for the service
- Works with senior management to establish objectives for Ambulatory Care and its operating departments toward the improvement of ambulatory services
- Works with senior management to establish objectives for ACHN and its operating departments toward the improvement of ambulatory services
- Pursues and aligns both ambulatory and system goals consistent with the mission, vision, values and strategic framework while simultaneously influencing others and translating these goals into action
- Formulates departmental objectives with departmental directors, proposes new services and programs, determines personnel needs and space requirements for existing and proposed programs, reviews and makes recommendations to the Executive Team
- Develops and implements strategy, communicating key ambulatory objectives, strategies, and plans to directors, managers, and staff of all ambulatory services and programs
- Ensures that each operating department and service line develops, maintains, and uses short range plans suitable to its scope of service and objectives; ensures that such plans are in harmony with the overall objectives, plans, and programs for ambulatory services
- Consults with the Chief Administrative Officers and the executive team for ambulatory concerning the acquisition of equipment, facilities, new construction, and changes in space allocation
- Monitors compliance with regulations and escalates concerns regarding compliance to the immediate attention of hospital leadership. Takes appropriate action with concerns reported by department staff related to compliance
- Ensures the effective recruitment, selection, supervision, development, and retention of patient care services management and staff
- Serves as a member of the Executive Nursing Team and attends relevant meetings of the Board, medical staff, nursing staff and interdisciplinary groups as determined by the CNE
- Promotes sound fiscal operations by implementing an effective budgeting process for planning, implementation and monitoring of established budget goals
- Ensures effective leadership and management of assigned departments/service lines through the application of management principles within established guidelines
- Ensures well integrated and organized delivery of services through effective intra- and inter-departmental coordination
- Maintains and promotes a personal, professional philosophy of community involvement by participating in professional and community activities
- Engages staff in decision making and problem solving which are supported by industry standards, best-practices and evidence-based medicine which continually lead to ongoing education, performance improvement activities, and the highest standards of performance

Reporting Relationship

Reports to the Chief Nursing Executive



Minimum Qualifications

- Licensed as a Registered Professional Nurse in the State of Illinois no later than two (2) weeks prior to commencement of employment with CCH
- Bachelor of Science in Nursing from an accredited college or university
- Master's degree or higher in Health Administration, Public Health, Business Administration, or Nursing from an accredited college or university
- Seven (7) years of progressive leadership experience with at least three (3) years in a Director or other Executive level role for a large hospital or health care system with responsibility for all patient care services
- Three (3) years of leadership experience in an ambulatory/outpatient procedural area

Preferred Qualifications

- Doctor of Nursing Practice (DNP) from an accredited college or university
- Experience in Magnet Designation
- Advanced Certification in Nursing Administration
- Certification in Ambulatory Care Nursing
- Experience with process improvement and Lean Six Sigma

Knowledge, Skills, Abilities and Other Characteristics

- Knowledge of quality metrics and implementation of policies, procedures, workflows and cultures to achieve such metrics
- Knowledge of The Joint Commission (TJC) and federal and state regulatory standards for ambulatory health services
- Excellent communication skills and evidence of collaborative practice
- Ability to lead consensus-based decision making
- Demonstrated expertise and experience of leading ambulatory services using the Patient Centered Medical Home (PCMH) model of care with successful clinical, quality and fiscal outcomes
- Demonstrated expertise in healthcare delivery systems and performance improvement for ambulatory services
- Demonstrates a passion about bringing quality healthcare to underserved populations in and around the community of Cook County
- Demonstrated knowledge of hospital and department compliance requirements for federal and state funded healthcare programs (e.g., Medicare and Medicaid, Medicaid Managed Care, etc.) regarding fraud, waste, and abuse.
- Demonstrated personal commitment to quality job performance, a sense of responsibility for high achievement, professional appearance, awareness of current events throughout the hospital, and positive promotion
- Demonstrated commitment to the success of the organization through enthusiastic, positive, and inspirational interactions with others and continuous role-modeling of the behaviors consistent with the mission, vision, and values
- Ability to proactively create the healthcare environment of the future for ambulatory services



Knowledge, Skills, Abilities and Other Characteristics

at the system within the first year of work

- Must role model positive communication and team relationship skills
- Dynamic individual with an inspirational and motivational leadership style

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.