COOK COUNTY HEALTH

Job Code:	**8009**
Grade:	**24**
HCWR:	**N**

Job Title	**Department**
Chief Information Officer	Information Systems/Information Technology

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

Job Summary

The Chief Information Officer (CIO) is responsible for providing leadership and vision for the planning development, integration and implementation for systems and services at Cook County Health (CCH) for developing and implementing information technology initiatives that support the long-term objectives, mission and vision at. This includes leadership and oversight for all aspects of the organization's information technology and systems. The CIO Officer directs the planning, design and implementation of enterprise Information Technology (IT) systems in support of all hospital operations in order to enhance clinical and administrative services, patient care and experience, cost effectiveness, interconnectivity of systems and service quality. As a member of the Executive Leadership team, the CIO will lead a governance structure that aligns IT initiatives with business priorities while balancing resource constraints (human and fiscal) to optimize IT.

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

General Administrative Responsibilities

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
- Participates in the strategic planning process and share in the development of CCH' vision, goals and initiatives with Executive Leadership
- Communicates the IT vision and plans throughout CCH' frequently and effectively. Uses targeted communications that are appropriate to the various stakeholders. Build excitement around the planned changes and understanding for the selected priorities
- Translates business and clinical needs into technological solutions, supporting a business model built on actionable data and reliable trend projection; emphasize process automation with a focus on positive patient impact
- Establishes and standardizes IT architecture and methodologies to enhance the patient experience and uphold best practices; actively pursue LEAN Thinking and Six Sigma standards to tightly align with patient needs and values
- Champions change initiatives and oversee smooth transitional plans for the team, involving all Stakeholders in the process and modeling behavior for management
- Leads the development of the annual IT plan and budget that is integrated into the system planning and budgeting processes
- Monitors and reports on the performance of the IT portfolio including actual vs. expected results, budgets and project duration; oversees the capital and operating budget preparation and management of IT expenses on a system-wide basis; and manages vendor relationships and associated technology and costs
- Ensures that all initiatives in the IT portfolio have clear business goals and success metrics
- Performs an ongoing assessment of IT capabilities of employees and contractors and IT performance on behalf of entities across CCH. Defines short-term and long-term goals for the Information Technology functions and manages IT support staff
- Oversees the selection, acquisition, development, installation, maintenance and support of information technology and technology solutions. Establish processes and metrics necessary to ensure successful implementation of IT upgrades, maintenance or new systems
- Assesses existing efforts, initiatives and successes in working to establish an electronic medical record, lead the initiative to establish a new vision and strategy for a platform to support the provision of clinical services and execute the identified clinical information strategy

Typical Duties

- Develops a strategy and plans for the technical infrastructure and application architecture for CCH and execute the plan. The plan shall include standards and protocols for data exchange, communications, software and interconnection of information systems
- Develops and establishes service standards for IT. Enhance and maintain a service orientated, customer focused IT function that supports all users and drive efficiency, quality, customer service and growth
- Ensures that enterprise information systems operate according to internal standards, external accrediting agency standards and legal requirements
- Leads the development and execution of an enterprise-wide information security plan, disaster recovery and business continuity plan
- Stays up-to-date on current information about technology standards and compliance regulations. Oversees the development and establishment of standards, policies, procedures and performance metrics for managing the IT infrastructure and systems
- Leads the development of applications that increase IT efficiency and participates in Hospital Leadership decisions about corporate governance and policy-making
- Develops and updates risk-management strategies for technological or climatic anomalies to ensure continuous operation at full capacity
- Keeps up-to-date of new legislation and ensure that the hospital's information technology goals and strategy address current and pending health care laws, such as privacy legislation and insurance regulations.

Reporting Relationship

Reports to the Chief Executive Officer

Minimum Qualifications

- Bachelor's degree or higher-level in Information Technology, Information Systems/Computer Science or related field from an accredited college or university
- Ten (10) years of experience leading IT systems and IT management
- Five (5) years management and/or leadership experience
- Three (3) of experience supporting healthcare information systems and information technology
- Experience in regulatory requirements such as Meaningful Use, HIMSS Certification, and Joint Commission

Preferred Qualifications

- Master's in Business Administration or Master of Science Degree in Computer Science
- Five (5) years management and/or leadership experience in a complex healthcare system
- Lean Six Sigma experience

Knowledge, Skills, Abilities and Other Characteristics

- Experience developing IT strategies with senior management and execution of organization's vision
- Strong working knowledge of healthcare IT and experience in leading state and national initiatives such as Meaningful Use and ICD 10

Knowledge, Skills, Abilities and Other Characteristics

- Demonstrated track record of successfully building, leading and driving performance in high performing, customer service-oriented organizations within a complex healthcare organization in a growing health system or network
- Experience in strategic technology planning, tools and processes
- Experience in leading and working through major organizational change
- Comprehensive, in-depth knowledge of technology environments, enterprise-wide software applications, applications architecture, networks, security, programming, media, and desktops
- Extensive knowledge of enterprise software applications
- A track record of successful large project implementations
- Demonstrated business savvy to work effectively with other Executives to achieve key business and technology goals
- Excellent written and oral communications skills
- Proven experience in planning, organization, and development
- Ability to analyze and interpret data and workflows effectively, including identification of potential unintended consequences of administrative, policy, and informatics decisions
- Possesses strong business acumen with proven experience in thinking strategically and implementing tactically
- Ability to work collaborative, innovative, and able to build consensus with physicians, hospital leaders, staff and administrators. Ability to negotiate effectively at all levels
- Respect and sensitivity for cultural diversity and working with employees, co-workers, patients, clients of diverse background
- Ability to handle demanding workloads to meet objectives
- Is customer focused/service oriented, and has effectively affected change
- Flexible and able to deal with ambiguity and change. Ability to work well under pressure
- Coach direct reports to function as a team and as highly effective leaders; building a pipeline of leaders capable of consistent delivery and orderly succession

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.