



Job Code: 8017
Grade: 24
HCWR: N

Job Title
Chief Hospital Executive, Stroger Hospital

Department
Stroger Hospital of Cook County

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

Job Summary

The Chief Hospital Executive (CHE), Stroger Hospital is operationally responsible for designated hospital-based services including the Emergency Department, Operating Room and hospital-based diagnostic and therapeutic services. The position will work in conjunction with the Chief Administrative Officer, Ambulatory Care Services to ensure operational flow and oversight of Specialty Care Center, Ambulatory and Community Health Centers, and the Ruth Rothstein CORE Center. Working closely with Cook County Health (CCH) leadership, the CHE is responsible for building effective partnerships and promoting collaborative relationships within the hospital, across the CCH, and throughout the community. Participates in formulating clinical policies, setting management objectives, budgets, and developing and evaluating programs, systems and services. The CHE is responsible for creating an environment and culture that enables the hospital to successfully fulfill the CCH mission; to provide high quality care to the residents of Cook County regardless of their ability to pay. Conveys the CCH mission to all staff, while holding staff accountable for their performance and motivating them to improve. Responsible for the measurement, assessment, and continuous improvement of the Hospital's overall performance, and for meeting goals and objectives and associated targets. Optimal performance is defined as consistently meeting or exceeding patient expectations, efficiently using limited resources, and adhering to all regulatory agency 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



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

- The CHE will be charged with the day-to-day operations, achievement of long and short-term performance goals, patient relations and driving a culture focused on high quality health care, service excellence and regulatory compliance
- Participates in the development and administration of policies and procedures on clinical and business operations
- Develops, implements and evaluates strategy for CCH
- Builds and develops a bench of management talent by ensuring effective utilization of human resources and oversees integrated strategies to ensure quality results in the recruitment, selection, retention and development of the workforce
- Ensures cost effective use of resources by monitoring budget/financial performance and resource management of the clinics
- Participates in the implementation of the mission of CCH, including the deliverance of high quality, patient focused health care
- Contributes to the development of a workplace Culture of Quality and Safety for patient, staff and visitors
- Creates a positive work environment for employees including the consistent application of personnel policies and procedures
- Encourages the professional growth and development of the Stroger Hospital management team through such activities as workshops, seminars, independent study, and other continuing education opportunities
- Resolves problems related to staffing, utilization of facilities, equipment and supplies
- Analyzes and recommends changes in organizational systems, policies and procedures and ensures their implementation
- Participates with CCH leadership in development of operational and capital budgets
- Participates in strategic planning for operational use of workforce, service lines and facilities.
- Attends and participates in meetings and committees.
- Performs other duties as assigned.

Reporting Relationship

Reports to the Chief Executive Officer, CCHHS



Minimum Qualifications

- Master's degree or higher in Business Administration (MBA), Healthcare Administration (MHA) or related degree from an accredited college or university
- Ten (10) years of experience in health care operations leadership roles and an understanding of the health care industry
- Comprehensive understanding of all elements of health care delivery, and successful implementation of strategy, business planning, operations, and finance
- Experience engaging diverse clinical constituencies (e.g. physicians, nurses, pharmacists, therapists, etc.) in the development and implementation of new and expanded clinical programs and services
- Experience serving as an agent of change in an organization
- Demonstrated results in a large, complex hospital or health system

Preferred Qualifications

- Experience leading staff in a complex unionized environment

Knowledge, Skills, Abilities and Other Characteristics

- Manages and promotes good public relationships by establishing and furthering relationships with key physicians and medical staff, community organizations, healthcare organizations, and other health related professionals
- Knowledge and experience in and appreciation for a very diverse cultural environment of patients and employees
- Proficient knowledge in using Microsoft Office
- Demonstrated ability to build effective teams and to lead, mentor and develop management
- Ability to get to the details of operations but also to think and plan strategically
- Demonstrated track record of improving operations in a competitive environment with positive outcomes in quality, cost, productivity and patient, physician and employee satisfaction
- Strong background in multi-site operations and especially strong leadership professionals
- Smart and strong organizational skills, detail-oriented and the ability to handle multiple priorities
- A strong customer service orientation and a track record of measurably improving customer service
- Comfortable with and preferably have experience working in a heavily unionized environment - A management style that is open and inclusive, with demanding accountability and measuring results
- A strong communicator and presenter, who is also a good listener and can be comfortable and effective at all levels of the organization
- A creative problem solver who is energized by challenges and change and can conceive of solutions that are within the financial constraints of the organization
- Boundless energy and enthusiasm, but remains calm under pressure; must be able to succeed in a fast-paced, often ambiguous environment
- Experience working in an environment where there is close community and press scrutiny



Knowledge, Skills, Abilities and Other Characteristics

- A strong sense of self and confidence; able to be composed in stressful situations
- Excellent conflict resolution and negotiation skills
- Excellent communication skills to prepare written materials and to correspond with personnel and the general public
- Highly developed interpersonal skills

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.