



Job Code: 8029
Grade: 24
HCWR: Exempt

Job Title

Deputy Director of Risk Management- Hospital Based Services

Department

Office of General Counsel

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

Job Summary

Reports to the Cook County Health & Hospitals System (CCHHS) Director of Risk Management - CCHHS and is responsible for assisting in the planning, organizing, supervising, directing and coordinating all aspects of the Risk Management program for Hospital Based services including John H. Stroger, Jr. Hospital of Cook County, and Provident Hospital of Cook County. This professional will be an integral part of the Risk Management team. This exempt from Service

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

- Is responsible for the following for Hospital Based Services at John H. Stroger, Jr. Hospital of Cook County and Provident Hospital of Cook County:
- Develops and implements a comprehensive risk management program including clinical risk identification and claims management
- Develops and implements policies and practices to enhance CCHHS's quality of outcomes and prevention liability
- Coordinates with the Quality and Patient Safety Committee of CCHHS' Board and CCHHS's Departments of Quality Assurance, Compliance, and Safety in ensuring compliance with all regulations affecting CCHHHS
- Oversees, monitors, manages, and analyzes reported occurrence data collected through the electronic incident reporting system and investigates those occurrences as required
- Evaluates risk and coordinates corrective action plans
- Ensures compliance with relevant standards and statutes, with the objective to control/minimize loss and protect the assets of CCHHS while maintaining quality care
- Develops statistical data of losses and analyses patterns to identifying trends and opportunities for improvement
- Develops loss reduction measures and designs plans to resolve patient complaints and minimize the effects of adverse patient outcomes before these outcomes develop into professional liability claims
- Provides expertise to CCHHS staff regarding all risk management and issues including conducting educational seminars and educational handouts
- Conducts annual, multi-disciplinary reviews and appraisal of the risk management program
- Develops, manages and maintains the CCHHS bordereau of claims
- Implements the electronic event reporting system and trains CCHHS staff on its use
- Works with outside counsel to respond to discovery requests for litigation
- Responds to claim history and insurance verification requests from health care providers
- Responds to subpoenas, discovery requests, service of summons issues and other litigation issues
- Other duties as assigned

Reporting Relationship



The Deputy Director of Risk Management reports to the Director of Risk Management - CCHHS.

Minimum Qualifications

- A Bachelor's (or higher level) degree from an accredited institution of higher education
- Five (5) years of experience related to risk management

Preferred Qualifications

- Medical knowledge to understand and investigate medical incidents and claims
- A current and active driver's license (in good standing) in Illinois
- A degree from an accredited institution of higher education in a field related to healthcare, government, business, or law
- Experience as a health care provider
- Medical risk management experience in an urban medical facility including investigating claims, law suits and responding to litigation discovery
- Working knowledge of electronic event reporting systems
- Working knowledge of electronic medical record systems

Knowledge, Skills, Abilities and Other Characteristics

- Knowledge of risk and/or claims management applicable to Hospital Based health care
- Excellent client management and problem solving skills
- Excellent analytical, written and oral communications skills
- Ability to work effectively with a diverse set of individuals with multiple disciplines in both clinic and administrative settings
- Strong interpersonal skills
- Ability to establish strong working relationships
- Ability to respect and be sensitive to cultural diversity, gender differences, and sexual orientation of patients and coworkers
- Ability to work under pressure and to travel to Stroger, Provident Hospital, and other affiliates / entities of the Cook County Health & Hospitals System
- Ability to work with an electronic event reporting system
- Ability to interpret an electronic medical record

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.