



**Job Code:** 8030  
**Grade:** 24  
**HCWR:** Exempt

**Job Title**

Deputy Director of Risk Management- Ambulatory  
and Cermak Health 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 planning, organizing, supervising, directing and coordinating all aspects of the Risk Management program for all Cook County Health and Hospitals System's out-patient clinics and Cermak Health Services. This professional will be an integral part of the Risk Management team.

**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**

- 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 of liability
- Coordinates with the Quality and Patient Safety Committee of CCHHS' Board and CCHHS' Departments of Quality Assurance, Compliance, and Safety in ensuring compliance with all regulations affecting CCHHS
- 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 identify 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 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**

- Experience with a correctional health setting
- Medical risk management experience outpatient medical facilities including investigating claims, law suits and responding to litigation discovery
- A law degree from an accredited law school
- A current and active driver's license (in good standing) in Illinois
- Experience litigating in the Circuit Court of Cook County and/or Federal Court system

### **Knowledge, Skills, Abilities and Other Characteristics**

- Knowledge of risk and/or claims management applicable to outpatient and correctional health care
- Excellent client management and problem solving skills
- Excellent analytical, written and oral communications skills
- Demonstrated ability to work effectively with a diverse set of individuals with multiple disciplines in correctional health, 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 prison detainees, patients and coworkers
- Ability to work under pressure and willingness to travel to the Cook County Department of Corrections and the ACHN clinics
- 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.**