



Job Code: 8036

Grade: 24

HCWR: Exempt

Job Title

Director of Decision Support

Department

Administration

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

Job Summary

Under the direction of the Deputy CEO, Finance & Strategy, the Director of Decision Support provides critical support to the development of the Cook County Health & Hospitals System's (CCHHS) long-term strategy and decisions by designing and converting key analysis for strategic decision making and coordinates the synthesis of information gathering from external and internal data sources to inform strategic decisions. Will lead and perform internal and external benchmarking analyses, analyze internal and external data empowering the Senior Leaders to provide sound recommendations to the Chief Executive Officer. Will work closely and collaboratively with both the Chief Medical Information Officer and the Chief Information Officer - CCHHS and their respective teams. All initiatives are aligned with the strategic plan, mission, vision and objectives of CCHHS; and will aid in the transition to data-driven management and decision-making. Will present results of analyses and queries of electronic health record and financial data to internal stakeholders. The Director of Decision Support will also be responsible for managing the CCHHS Business Intelligence Team. Will participate in the development and utilization of data warehousing solutions for the enterprise. Will use data driven methodologies to help management work with data sets (both available and to be created) to provide data marts, and create and implement analytical tools. Works with CCHHS Leadership including medical division leadership, operations, finance and all CCHHS administrative and clinical leaders and analysts, to identify available data sets for incorporation into data analysis tools and will work to integrate those data sets.

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

- Will work with clinical areas and health information systems to identify and integrate data sets into analytical tools
- Identifies best-practice solutions for data-driven management and analysis, including dashboard tools and key clinical metrics
- Leverages a developing data warehouse that will be used by the Chief Medical Information Officer's and Chief Information Officer's teams to measure health care quality performance and develop metrics
- Develops and provides dashboards to Senior Leaders of key performance indicators for the organization
- Recommends solutions and software that address the need for improvement, will identify and evaluate novel technologies and software tools for data-driven management, and will present these to Senior Leaders
- Periodically reports to Senior Leaders the efficiency, effectiveness, and quality of analytical tools currently being used or considered. This will also include follow-up analysis to ensure that the use of tools has successfully addressed the identified problem
- Provides data and dashboards to the Project Management Office of CCHHS
- Participates in a newly developing "data science group" that will develop dashboards and analytical tools for managing patient care in the domains of cost and quality
- Identifies and defines the involvement of stakeholders for access to key data sets
- Communicates the deliverables achievable through creation of an integrated analysis data set for the organization
- Brings a sophisticated data-driven approach to the development of long-term strategy
- Designs and performs critical analyses for strategic decision making
- Identifies key analyses required
- Gathers data from external resources



Typical Duties

- Collects and disseminates data internally
- Performs analysis and present key findings to inform decision making process
- Facilitates guides and supports the clinical and operational teams in their decision making processes
- Identifies appropriate business sense and population analysis tools required for organizational decision making
- Performs other related duties as required and assigned

Reporting Relationship

The Director of Decision Support reports to the Deputy Chief Executive Officer, Finance & Strategy.

Minimum Qualifications

- Master's Degree from accredited institution
- Five (5) years prior relevant experience in a complex large organization utilizing population metrics
- Five (5) years' experience in health care data analysis using data sets obtained from the electronic health record
- Three (3) years of analytical experience in a managerial role
- Two (2) years of experience in a health care administrative capacity
- Experience with use of SAS for regression analyses
- Experience in multidisciplinary work with medical and non-medical professionals in health care, developing inventories of needed metrics and implementation of the metrics
- Previous experience in the use of SQL to access Cerner back-end systems
- Prior experience in a team environment having lead team based training initiatives
- Experience and success working in a collaborative fashion with both IT and non-IT personnel
- Proficiency in Microsoft Office products (Word, Excel, PowerPoint, Access)

Preferred Qualifications

- Master's Degree from accredited institution in Healthcare Administration, Business Administration or a related field (e.g. Decision Sciences, Statistics) preparing a candidate for decision support role within a clinical setting; or, Master's level course work in decision sciences, statistics and data analysis
- Finance experience

Knowledge, Skills, Abilities and Other Characteristics

- Extensive knowledge and mastery of SQL
- Considerable knowledge of the principles and practices of building, maintaining and managing relational database systems
- Knowledge of application analysis, design, build, modification, enhancement and troubleshooting techniques
- Demonstrated strong analytical and critical thinking skills
- Knowledge of Microsoft Office products (Word, Excel, PowerPoint) and data analysis



Knowledge, Skills, Abilities and Other Characteristics

software and tools

- Strong problem solving skills and result-oriented mentality
- Demonstrated managerial skills; ability to establish strong working relationships and to lead and motivate teams
- Ability to analyze data and provide recommendations
- Ability to discern and selectively communicate critical information
- Demonstrated ability to work in a team based environment and collaborate effectively with cross- function teams
- Strong communication skills; ability to communicate effectively with different functions of the organization
- Ability to maintain appropriate professional boundaries with all staff, trainees, and patients at all times
- Ability to demonstrate respect and sensitivity for cultural diversity, gender differences, and sexual orientation of patients and coworkers

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.