



Job Code: 8052

Grade: 24

HCWR: N

Job Title

Chief Experience Officer

Department

Quality

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

Job Summary

The Chief Experience Officer, in collaboration with Cook County Health's (CCH) leadership, develops and leads the implementation of organizational policies, procedures, and strategic initiatives to achieve positive, measurable changes in organizational culture, practices, environment and behaviors that impact employee engagement, patient satisfaction, retention and willingness to recommend our services. The Chief Experience Officer works with department leaders on improvement plans that are based on current, industry-based best practices to develop patient experience curricula for both new employee orientation and ongoing education of staff in understanding how employee engagement impacts organization performances. Continuously evaluates the status of services initiatives for scalability and adoption across CCH. Participates in policy and/or procedure development to support the sustainment of best practices over time. Identifies and uses relevant metrics to evaluate success of initiatives and modify efforts as indicated. Develops and monitors an on-going employee and patient experience improvement plans that specifies priorities, objectives, initiatives, projects, deliverables, timeframes, accountabilities and measures of success for CCH with regular status reporting to CCH's executive leadership team and the CCH Board as requested.

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

- Creates innovation solutions to enhance patient care and outcomes.
- Collaborates with CCH leadership to facilitate the interpretation of survey data and relevance to the CCH strategic direction, including analysis of key findings and implications of results that impact high quality patient care and better outcomes.
- Directs and leads the evaluation of the CCH's Patient Satisfaction Survey. Works with the vendor to ensure optimal access to and functionality of the vendor's resources.
- Collaborates with Human Resources regarding employee engagement survey results and implementing initiatives regarding employee experience.
- Analyzes the significance of these results and compares key results to internal and external benchmarks, and tracks and trends selected results over time. Develops additional approaches to measure patient satisfaction to better understand the patient experience and gain sufficient information and insight to recommend strategic initiatives and interventions.
- Remains current with federal regulations regarding measurement and utilization of patient satisfaction data in healthcare operations.
- Identifies priority focus areas and recommends key strategies with potential to improve the employee and patient experience.
- Sets goals, objectives, timelines and accountabilities for initiatives.
- Quantifies and tracks expenses associated with patient experience and employee engagement projects/initiatives.
- Maintains team charters, project plans, progress reports and other records.
- Leads a process for communicating about practices that will enable local teams to define, launch and evaluate enduring initiatives to improve the patient experience in their area.
- Assures coherence and consistency and in the way the organization communicates and demonstrates serious intent to improve the patient experience.
- Facilitates the presentation of consistently respectful, welcoming, patient-centered messages, practices and environments.
- Develops, implements and participates in patient experience rounding to establish best practices for employee engagement to ensure consistent delivery of patient-centered care.
- Engages staff at all levels of the organization in patient experience improvement efforts.
- Collaborates with Human Resources and leaders to address employee satisfaction concerns that impact service excellence. Develop solutions to engage and motivate employees to



Typical Duties

- optimize workforce performance.
- Manages the information desks and supervises information desks staff providing guidance to address navigation concerns of patient, guests, and employees.
- Attends and participates in meetings and on committees, as required.
- Complies with mandatory requirements as defined by regulatory agencies and CCH policies
- Replies to complaints, concerns, and questions from patients, visitors, and staff members.
- Performs other duties as assigned

Reporting Relationship

Reports to the Chief Executive Officer-CCHHS

Minimum Qualifications

- Bachelor's degree from an accredited college or university
- Five (5) years professional experience in a healthcare management or leadership role in patient experience/satisfaction, employee engagement, or patient relations/customer service
- Experience with policy or procedure development related to patient experience/satisfaction or employee engagement

Preferred Qualifications

- Master's degree in a healthcare-related field from an accredited college or university
- Two (2) years of project management experience
- Prior experience with organizational development or employee relations experience
- Prior experience in a unionized workforce
- Lean/Six Sigma training/certification

Knowledge, Skills, Abilities and Other Characteristics

- Strong data analysis and benchmarking skills
- Excellent presentation skills and ability to select and arrange meaningful data elements to tell a complete story
- Ability to discern strategic content and effectively communicate critical information
- Strong interpersonal and team participation skills
- Strong team facilitation and conflict management skills
- Respect for the mission, goals and strategic direction of the organization
- Strong problem-solving skills used to anticipate and identify issues and to develop and implement appropriate solutions related to complex administrative processes
- Strong interpersonal skills are critical as this position works closely with the TPA, other external customers, and internal members of the Managed care leadership team, internal finance and IT managers and other members of CCH leadership
- Strong verbal and written communication skills as this position will frequently present data, trends and performance results to members of upper management and CCH leadership
- Strong project management skills
- Demonstrated ability to lead and manage change through the use of interpersonal skills such



Knowledge, Skills, Abilities and Other Characteristics

as negotiating, collaborating, and influencing

- Strong knowledge of Microsoft Office products (Word, Excel, Access, PowerPoint, etc.)

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.