

# County of Cook

Human Resources  
750 S. Wolcott  
Room: G-50  
Chicago, IL 60612



Job Code: 8064  
Grade: 24  
FLSA: Exempt

## STANDARD JOB DESCRIPTION

### JOB TITLE

Director of Risk Management - CCHHS

### DEPARTMENT

Office of General Counsel

### Job Summary

The Director of Risk Management – CCHHS reports to the Cook County Health & Hospitals System (CCHHS) General Counsel and is responsible for planning, organizing, supervising, directing and coordinating all aspects of the Risk Management program for all affiliates and departments, including John H. Stroger, Jr. Hospital of Cook County, Provident Hospital of Cook County, an ambulatory and community health network comprised of multiple clinics, an infectious disease ambulatory center, a correctional healthcare facility and the Cook County Department of Public Health. The mission of the System is to provide high quality care to the residents of Cook County regardless of ability to pay. This professional will be an integral part of the Risk Management team.

The Director of Risk Management routinely presents to and directly advises the CCHHS Board and CCHHS Leadership in matters of pending or imminent litigation, including making recommendations to settle or proceed to trial.

This position is exempt from Career Service under CCHHS Personnel Rules.

### Typical Duties

#### General Administrative Responsibilities

##### Management

- Contributes to the management of CCHHS staff and CCHHS' systemic development and success
- Discusses and develops CCHHS system policies and procedures
- Consistently uses 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
- Works with Labor Relations to discern past practice when necessary

## **Typical Duties (continued)**

### Supervision

- Directs and effectuates CCHHS management policies practices
- Accesses and proficiently navigates CCHHS records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements

### Collective Bargaining

- Reviews applicable Collective Bargaining Agreements and consults with Labor Relations to generate management proposals
- Participates in collective bargaining negotiations, caucus discussions and working meetings

### Discipline

- Documents, recommends and effectuates discipline at all levels
- Works closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements
- Initiates, authorizes and completes disciplinary action pursuant to CCHHS system rules, policies, procedures and provision of applicable Collective Bargaining Agreements

## **Other Responsibilities**

- Developing and implementing a comprehensive risk management program including clinical risk identification and claims management
- Risk evaluation and coordination of corrective action implementation related to identified risk issues
- Complying with relevant standards and statutes, with objective to control/minimize loss and protect the assets of CCHHS while maintaining quality care
- Overseeing the incident reporting and investigation process
- Appearing before the Quality and Patient Safety Committee of CCHHS Board of Directors, Office of the Cook County State's Attorney and the Litigation Subcommittee of the Finance Committee of the Cook County Board of Commissioners in managing the liability claims brought against CCHHS
- Supervising the statistical trending of losses and analyzing patterns, identifying trends and opportunities for improvement
- Developing loss reduction measures and designing plans to resolve patient complaints and minimize the effects of adverse patient outcomes before they develop into professional liability claims
- Coordinating with the Quality and Patient Safety Committee of CCHHS' Board and CCHHS' Departments of Quality Assurance Compliance and Safety in developing and implementing policies, practices and changes to comply with all relevant regulations and in providing recommendations to enhance the quality outcome functions and prevent liability
- Providing expertise to physicians and staff regarding all risk management issues
- Conducting annual, multi-disciplinary reviews and appraisal of the risk management program
- Conducting risk management education and orientation including relative updates
- Interfacing with County Risk Management in relation to professional liability insurance purchasing
- Works closely with the Director of Quality, Patient Safety, Regulation and Accreditation

## **Reporting Relationships**

The Director of Risk Management - CCHHS reports to the General Counsel

## **Required Minimum Qualifications**

- Graduation from an accredited School of Law with a Juris Doctorate (JD) degree
- Five (5) years' experience in Healthcare Administration, Quality Outcomes, Risk Management or Medical Litigation

## **Preferred Qualifications**

- A Master's degree in Healthcare Administration, Public Administration, Business Administration, Nursing or other related field
- Affiliation with American Society for Health Care Risk Managers (ASHRM) and/or local chapter
- Certified professional in Healthcare Risk Management (CPHRM)
- Certified Healthcare Risk Manager (CHRM), Associate in Risk Management (ARM) or Certified Professional in Healthcare Quality (CPHQ)
- Exposure to risk and/or claims management in a public health facility

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

- Knowledge and experience with risk and/or claims management applicable to health care
- Excellent client management and problem solving skills
- Excellent analytical, written and oral communications skills
- Ability to work effectively as part of a multidisciplinary team
- Demonstrate the ability to work effectively with a diverse set of employees and with multiple disciplines in both clinic and administrative settings
- Strong interpersonal skills; Ability to establish strong working relationships and to communicate effectively
- Ability to demonstrate respect and sensitivity for cultural diversity, gender differences, and sexual orientation of patients and coworkers
- Strong written and verbal communication skills
- Knowledge of Microsoft Office products (Word, Excel, PowerPoint)
- Thorough knowledge of legal, regulatory, ethical, managerial, organizational requirements, principles and standards of care for hospitals and healthcare systems
- Ability to work under pressure and willingness to travel throughout Cook County

## **Physical and Environmental Demands**

This position functions 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.

**Working Conditions and Physical Demands**

General office environment where work is generally sedentary in nature, but may require standing and walking for up to 60% of the time. Environment is fast paced and some stress may occur. Visual acumen and manual dexterity for working with computer and keyboards is required.

**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.**

Approval:

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Dr. John Jay Shannon  
Chief Executive Officer

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Date

Approval:

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Gladys Lopez  
Chief Human Resources Officer

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Date