

County of Cook

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



Job Code: 8081
Grade: 24
FLSA: Exempt

STANDARD JOB DESCRIPTION

JOB TITLE
Operating Officer, Provident

DEPARTMENT
Provident Hospital of Cook County

Job Summary

The Operating Officer, Provident is responsible for the overall hospital operations as well as all operations on the Provident Hospital campus, including the Sengstacke Clinic. This position is responsible for the implementation of operational policies and procedures ensuring a patient experience that is positive, seamless and efficient. The Operating Officer will facilitate, direct, integrate and coordinate activities and programs designed to improve patient access to care that is patient centered, high quality and cost effective. Optimize a matrix organizational structure (i.e. Inpatient, Outpatient, Shared Services, Managed Care environment) by creating the necessary support mechanisms, organizational culture, and behavior patterns a successful matrixed administrative structure requires.

Working closely with Cook County Health & Hospitals System (CCHHS) leadership, and under the direction of the Chief Operating Officer for Ambulatory Services, the Operating Officer, Provident is responsible for building effective partnerships and promoting collaborative relationships within the hospital, across the CCHHS, and throughout the community. The Operating officer participates in formulating clinical policies, setting management objectives, budgets, and developing and evaluating programs, systems and services.

The Operating Officer is responsible for creating an environment and culture that enables the hospital to successfully fulfill the CCHHS (System) mission; to provide high quality care to the residents of Cook County regardless of their ability to pay. The Operating Officer shall convey the System's mission to all staff, while holding staff accountable for their performance and motivating them to improve. This position is also responsible for the measurement, assessment, and continuous improvement of the Hospital's overall performance, and for meeting goals and objectives and associated targets. Optimal performance is defined as consistently meeting or exceeding patient expectations, efficiently using limited resources, and adhering to all regulatory agency requirements.

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

Typical Duties

General Administrative Responsibilities

Management

- Contributes to the management of CCHHS staff and CHHS' 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

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

- Day-to-day operations, achievement of both long and short-term goals, patient relations and driving a culture focused on high quality health care, service excellence and regulatory compliance
- Coordinates and integrates all service lines including: inpatient, outpatient, and emergency services, and shared services such as patient access, pharmacy, radiology, cardiac diagnostics and the clinical laboratory
- Establishes goals and objectives consistent with the CCHHS strategic plan and in accordance with the mission of the Cook County Health and Hospitals System
- Responsible for coordinating the development and implementation of hospital goals and objectives
- Develops and maintains collaborative relationships between the hospital and community-based organizations
- Works with medical staff and other CCHHS senior leadership staff to complete an annual assessment of the extent to which the facility is fulfilling its mission, philosophy, and values and is meeting the health care needs of the community it serves and, when necessary, initiates changes and improvements

Typical Duties (continued)

- Actively participates in community activities that promote the facility's mission, philosophy, and values
- Attracts and retains high quality management personnel who will contribute to the sustained success of the facility
- Contributes to the development of a workplace Culture of Quality and Safety for patient, staff and visitors
- Creates a positive work environment for employees including the consistent application of personnel policies and procedures
- Maintains open, honest, and timely communications to the facility's many and varied publics including the community, employees, medical staff, Board of Directors, and patients
- Encourages the professional growth and development of the Provident Hospital management team through such activities as workshops, seminars, independent study, and other continuing education opportunities
- Develops an annual budget for the facility that is within the budgetary guidelines and timetables established by the system
- Monitors all financial operations to ensure that the facility utilizes its resources in a fiscally responsible manner so as to assure the facility's long-term sustained success in the future
- Authorizes purchases, distributions, contracts, and other transactions within the limits established
- Provides input and updates the long-range financial plan that supports the organization's overall strategic plans and objectives
- Supports and actively participates in meetings, committees, activities, and programs sponsored, and is an active member of the leadership team for hospital based services

Reporting Relationships

The Operating Officer, Provident has a matrix reporting structure reporting to the Chief Operating Officer, Hospital Based Services and the Chief Operating Officer, Ambulatory Services.

Required Minimum Qualifications

- Master's Degree in Business, Hospital or Public Administration, Public Health, Business Administration or a related field
- Ten (10) years of progressive operations experience, with a breadth of experience in health care leadership roles and an understanding of the health care industry
- Seven (7) years of progressive supervisory or managerial experience

Knowledge, Skills, Abilities and Other Characteristics

- Thorough knowledge of legal, regulatory, ethical, managerial, organizational requirements, principles and standards of care for hospitals and healthcare systems
- Experience assessing programs, evaluating organizational needs, designing process changes, and successfully implementing changes to process flow and patient care
- Thorough knowledge of the principles and practices of healthcare administration

Knowledge, Skills, Abilities and Other Characteristics (continued)

- Proactively meets challenges and achieves solutions through collaboration. Promotes collaboration while working to achieve collective outcomes; is inclusive of peers and/or key stakeholders when making decisions that affect operations
- Maintains a commitment to quality and service in all aspects of his/her work, and strives for continuous organizational improvement
- Demonstrated success in operations improvement efforts, cost management initiatives, and health system development and management
- Experience working with physicians, nurses, technicians, and other clinicians
- Has a strong performance orientation and thinks strategically
- Establishes clear expectations, and continuously measures performance
- Maintains focus on priorities
- Has a highly organized, self-directed approach to work
- Follows through on commitments and manages expectations
- Is customer focus and delivers on commitments
- Is a dynamic, highly motivated, results-oriented individual who generates innovative and progressive ideas
- Operates well in a shared decision-making culture, and is successful in a fast-paced professional environment that requires the ability to handle multiple tasks and lend attention to detail
- Thinks critically, works efficiently, and acts responsibly in a collaborative environment with multiple work demands and short time frames
- Demonstrated ability to motivate and empower employees in an interdisciplinary fashion to achieve optimal health care outcomes in a cost efficient manner
- Is a systems thinker who looks for patterns, identifies problems or opportunities, and takes action. Works effectively across functions and services
- Highly diversified work requiring significant mental effort and planning

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:

Debra Carey
Chief Operating Officer, Ambulatory Services

Date

Approval:

Barbara Pryor
Deputy Chief of Human Resources

Date