



Job Code: 8150

Grade: 24

HCWR: N

Job Title

Director of Ambulatory System Operations &
Business Development

Department

Administration

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

Job Summary

The Director of Ambulatory System Operations & Business Development will be responsible for increasing the access to care services throughout Cook County Health (CCH) to attract specialty referrals from external providers. The Director will assist in developing new clinical programs and advance existing programs focusing on population health and value-based care to meet the needs of the community.

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, implements, and maintains operational improvements for the department.
- Performs continuous analyses of ambulatory clinics from a productivity, access, revenue cycle and cost perspective. Provides leadership in evaluating opportunities to expand ambulatory services.
- Reviews data and reports necessary to support ambulatory decision makers with analysis related to network development.
- Provides ongoing updates and departmental performance data to the Chief Administrative Officer, Ambulatory Care Services.
- Works collaboratively with ambulatory directors, nursing and medical leadership.
- Develops business level goals to effectively utilize specialty care services.
- Works with internal leaders, collaborating across functional areas (operations, finance, integrated care, Managed Care Organization (MCO) to develop business and implementation action plans.
- Builds referral relationships with external providers. Obtains feedback based on patient experience and relays information back to the appropriate specialty care team.
- Ensures service line strategies address access and expectations (strategic plan, patient needs, MCO-geographic distribution, and external partners).
- Collaborates with clinical leadership to identify market and patient care expectations for service lines and leading to marketing strategies to gain market share.
- Collects, organizes, and analyzes data to generate reports to present feedback to align with strategic initiatives.
- Sets performance standard and identify appropriate metrics for measuring outcomes based on best practices.
- Reviews internal specialty process to optimize access to care services.
- Partners with senior leadership to implement new initiatives, setting specific performance targets and timelines.
- Develops communication tools to promote service lines.
- Analyzes proposals and partnering opportunities advising senior leadership of appropriateness for CCH.
- Remains current with emerging trends in healthcare.
- Participates in the interviewing, hiring, training and development of staff. Conducts



Typical Duties

- performance evaluations and provides feedback, as needed.
- Attends and participates in meetings, as needed.
- Performs other duties as assigned.

Reporting Relationship

Reports to the Chief Administrative Officer, Ambulatory Care Services

Minimum Qualifications

- Bachelor's degree or higher from an accredited college or university
- Five (5) years of experience working in a leadership role within in a healthcare organization (including, but not limited to, medical specialty practice, group practice plan or large independent physician practice association)
- Three (3) of experience collaborating with providers, conducting healthcare outreach activities, and/or securing managed care contract services
- Two (2) of experience working to improve healthcare operations
- Current experience using performance improvement techniques to achieve data driven results
- Proficiency with Microsoft Office applications (i.e., Word, Excel)

Preferred Qualifications

- Master's degree or higher from an accredited college or university
- Five (5) years of health care management experience in teaching, urban academic hospital and/or health system

Knowledge, Skills, Abilities and Other Characteristics

- Knowledge of health care and physician reimbursement Ability to create tactical work plans to grow clinical service lines.
- Knowledge and proficiency with Microsoft Word, Outlook, Excel, Access
- Excellent verbal and written communication skills necessary to communicate with all levels of staff and a patient population composed of diverse cultures and age groups
- Excellent program development, management and leadership skills
- Excellent presentation skills
- Demonstrate analytical and organizational, problem-solving, critical thinking and conflict management/resolution skills
- Demonstrate attention to detail, accuracy and precision
- Ability to prioritize, plan and organize projects and tasks
- Ability to perform data analyses.
- Ability to interpret health care financial/volume data.
- Identify and drive new physician and volume opportunities ensuring alignment with clinical leaders and strategic plan.
- Set performance standard and identify appropriate metrics for measuring outcomes based on best practices.



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.