



Job Code: 8156
Grade: 24
HCWR: N

Job Title

Chief Administrative Officer, Ambulatory Services

Department

Ambulatory Services

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

Job Summary

The Chief Administrative Officer, Ambulatory Care Services of Cook County Health (CCH) is responsible for supervising, directing and coordinating all ambulatory clinical and business operations, programs and functions for CCH Ambulatory Care Services. Dispersed throughout Cook County, Ambulatory Care Services coordinates primary care, specialty care, behavioral health care, oral health, and ambulatory care in community, school-based and regional outpatient settings including John H. Stroger, Jr. Hospital, Provident Hospital and the Core Center. This position will also provide leadership over the department of patient access, patient referrals, and patient transportation. The Chief Administrative Officer, Ambulatory Care Services is responsible for all day-to-day operations of and ensures compliance with applicable accreditations, laws and regulations as well as all policies and procedures approved by the Board, Hospital Staff and Medical Staff, and those of accrediting bodies such as the Joint Commission. This professional will be an integral part of the CCH Leadership team. Supports the CEO in evaluating strategic opportunities and managing strategic partnership.

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 evaluates strategies for CCH's Ambulatory Care Services and Ambulatory Procedures
- Responsible for the day-to-day operations, achievement of long and short-term performance goals, patient relations and driving a culture focused on high quality safe, health care, service excellence and regulatory compliance
- Responsible for a building patient centered and employee supported culture that is focused on operational excellence, patient safety, and quality outcomes
- Participates in the development and administration of policies and procedures on clinical and business operations
- Supports CCH in the development and realization of overall objectives for a complex health care delivery system responsible for over 1,000,000 patient visits and outpatient procedures per year
- Builds and develops a bench of management talent by ensuring effective utilization of human resources and overseeing integrated strategies to ensure quality results in the recruitment, selection, retention and development of the workforce
- Provides instructional leadership and guidance to management staff
- Ensures cost effective use of resources by monitoring budget/financial performance and resource management of the clinics
- Implements the mission, vision and values of CCH, including the deliverance of high quality, patient focused health care in the ambulatory setting
- Leads annual development and implementation of the operational and capital budgets for Ambulatory Care Services
- Resolves problems related to staffing, utilization of facilities, equipment and supplies for the Clinics
- Analyzes and recommends changes in organizational systems, policies and procedures and ensuring their implementation
- Monitors and reports statistical information for timely management decisions and as required for federal, state and local agencies
- Responsible for CCH employee orientation and education program development, implementation and maintenance for all Ambulatory Care Services and Ambulatory Procedures



Typical Duties

- Works closely with nursing and medical staff leadership to organize care in a way that meets patient expectations, patient outcomes and promotes staff engagement
- Performs other duties as assigned

Reporting Relationship

Reports to the Chief Executive Officer-CCHHS

Minimum Qualifications

- Master's degree in Business Administration (MBA), Master's in Healthcare Administration (MHA) or related Master's degree from an accredited college or university
- Ten (10) years of progressively responsible healthcare leadership experience including operational and administrative oversight over multiple departments
- Five (5) years of financial/budget management experience
- Experience within a public and/or academic healthcare setting leading strategic initiatives in one or more of the following areas: strategic planning, operations, financial management, delivery model transformation, patient centered medical home delivery model or managed care

Preferred Qualifications

- Ten (10) years of management experience within the health care industry
- Previous public healthcare system experience
- Experience with a unionized workforce

Knowledge, Skills, Abilities and Other Characteristics

- Knowledge and experience managing and promotes good public relationships by establishing and furthering relationships with nursing and physicians and medical staff, community organizations, healthcare organizations, and other health related professionals
- Knowledge of applicable Federal, State and local laws and regulations related to the healthcare industry
- Knowledge and proficiency using Microsoft Office
- 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
- Demonstrate analytical and organizational, problem-solving, critical thinking, time management and conflict resolution skills
- Demonstrate management and leadership skills
- Strong background in multi-site operations and especially strong leadership professionals
- Smart and strong organizational skills, detail-oriented and the ability to handle multiple priorities
- Excellent conflict resolution and negotiation skills
- Excellent communication skills to prepare written materials and to correspond with administrative personnel, CCH personnel and the generic public
- Highly developed interpersonal skills



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.