



Job Code: 8158

Grade: 24

HCWR: N

Job Title

Chief Hospital Executive, Provident Hospital

Department

Provident Hospital

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

Job Summary

The Chief Hospital Executive, Provident Hospital (CHS) provides leadership and direction for hospital operations, with accountability for operational and financial performance and the development and implementation of business plans and organizational initiatives. Working closely with Cook County Health (CCH) leadership, the CHE is responsible for building effective partnerships and promoting collaborative relationships within the hospital, across the CCH, and throughout the community. Participates in formulating clinical policies, setting management objectives, budgets, and developing and evaluating programs, systems and services. The CHE is responsible for creating an environment and culture that enables the hospital to successfully fulfill the CCH mission; to provide high quality care to the residents of Cook County regardless of their ability to pay. Conveys the CCH mission to all staff, while holding staff accountable for their performance and motivating them to improve. 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.

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

- The CHE will be charged with continuous improvement of hospital results, while adapting to changing internal and external circumstances and pressures. Expectations include:
- Manages day to day operations successfully while exceeding benchmark performance in quality, safety, patient experience, and High Reliability Medicine (HRM)
- Achieve strong financial performance including oversight of Value-Based Improvement Programs and Revenue Oversight Initiatives
- Increase market share and brand building congruent with CCH strategy
- Develop organizational structure and operating model to meet the clinical and patient needs for CCH
- Foster strategic coordination of activities with CCH entities across service lines and sites of service in market and across the CCH
- Assure standardized operational processes that are consistent with CCH.
- Develop management systems, tools and analytics to enable organizational agility
- Balance performance management for fee-for-service and value-based operations
- The CHE will also drive the quality, planning, market share growth, and clinical operational management at the hospital level, which includes the following:
- Develop business goals and objectives to align with CCH including financial, quality, growth, patient satisfaction, employee engagement, physician satisfaction, and culture/organizational development goals
- Work with the executive team in systematizing strategic planning and assuring operational standardization
- Serve as the expert for the hospital to extensively leverage physician strategies among employed and independent physicians including leading the hospital's network integrity process
- Develop and engages in relationships with government, the corporate community, public service organizations, and the general public as are necessary
- Ensure continuous compliance with State and Federal laws, accreditation, professional and regulatory agency standards including quality assurance and licensure requirements
- Works collaboratively with the hospital's advisory boards and committees to maintain optimal performance, communication, and relationships
- Collaborates with executive leadership team to develop plans for business development,



Typical Duties

market share and revenue growth, expense reduction, new programs, and the establishment of realistic budget expectations

- Establishes budget guidelines for the hospital and ensure profitability (and/or appropriate expense control and cost reduction) while achieving strategic financial plan targets
- Translates industry trends and market dynamics into meaningful goals that will position the organization strategically
- Creates an environment of inclusivity and diversity across the organization; ensure that the organization is responsive to the diverse communities it serves
- Focuses on continuous outcomes improvement
- Promotes collaborative interdisciplinary teamwork, transparency, open communication, and responsible self-direction
- Provides leadership in support of performance management systems and other infrastructures needed
- Remains aware of changes in research and technology in areas of expertise and attempt to integrate these changes, as appropriate
- Performs other duties as assigned.

Reporting Relationship

Reports to the Chief Executive Officer, CCHHS

Minimum Qualifications

- Master's degree or higher degree from an accredited college or university
- Five (5) years of experience as a hospital administrator or similar healthcare executive level position
- Prior experience leading gross top line revenue and market share for complex clinical operations in hospital and/or post-acute settings
- Comprehensive understanding of all elements of health care delivery, and successful implementation of strategy, business planning, operations, and finance
- Experience engaging diverse clinical constituencies (i.e., physicians, nurses, pharmacists, therapists, etc.) in the development and implementation of new and expanded clinical programs and services
- Experience serving as an agent of change in an organization

Preferred Qualifications

- Experience leading staff in a complex unionized environment
- Experience collaborating and working with a board and committees

Knowledge, Skills, Abilities and Other Characteristics

- Manages and promotes good public relationships by establishing and furthering relationships with key physicians and medical staff, community organizations, healthcare organizations, and other health related professionals
- Knowledge and experience in and appreciation for a very diverse cultural environment of patients and employees



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
- Knowledge and 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
- Smart and strong organizational skills, detail-oriented and the ability to handle multiple priorities
- A strong customer service orientation and a track record of measurably improving customer service
- Demonstrated success achieving operational goals and effectively implementing business plans to achieve strategic growth
- Demonstrated initiative in administrative leadership and positively represent and promote CCH within the community
- Ability to collaborate effectively with all levels of constituents, both internal and external to the organization, and demonstrated ability to lead and manage through influence
- Ability to translate industry trends and market dynamics into meaningful goals that will position the organization strategically
- A management style that is open and inclusive, with demanding accountability and measuring results
- A strong communicator and presenter, who is also a good listener and can be comfortable and effective at all levels of the organization
- A strong sense of self and confidence; able to be composed in stressful situations
- Excellent conflict resolution and negotiation 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.