



Job Code: 8198

Grade: 24

HCWR: N

Job Title

Executive Director of Quality Assurance, Care Management

Department

Quality Assurance

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

Job Summary

The Executive Director, Quality Assurance and Care Management (Executive Director) is responsible for overseeing the operations of Cook County Health's (CCH) care management, clinical documentation, and value-based care programs. The Executive Director's responsibilities include administering, directing, coordinating, and evaluating care management, physician advisory, and clinical documentation programs, as well as participating in strategic planning and development of CCH's value-based care program. Serves as the lead facilitator among key stakeholders in program development to ensure compliance with regulatory requirements, effective communication, and monitoring of designated programs. Collaborates and coordinates with CCH Leadership teams to ensure effective program development and implementation.

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

- Care Management
- Develops and supervises case management, social work and physician advisory workflows throughout the care continuum
- Consults with senior leadership and medical staff on federal and state utilization and quality regulations
- Assists the physician advisory team enhancing throughput, utilization, and additions status accuracy
- Collaborates and builds relationships with payers to optimize patient care and ensure effective utilization of resources
- Coordinates inpatient and ambulatory care management activities to optimize the utilization of transitional and complex care coordination programs
- Attends Utilization Management and medical staff meetings as necessary
- Clinical Documentation Integrity
- Develop
- Integrity
- ambulatory settings
- *
- up
- in compliance
- integrity, utilization
- and regulatory
- care program
- with representation from
- requirements
- Provide clinician education
- on
- care
- to remain current on best practices
- management, and value-based
- Attend CDI meetings within CCH



Typical Duties

- requirements
- Value-Based Care
- Leads the planning, implementation, and monitoring of the value-based
- Oversees interdisciplinary response to contractual expectations,
- contracting, business, legal, quality, information systems, compliance, and clinical operations
- Directs program implementation work plans across projects and teams, including facilitation and management of reporting, clinical knowledge management, information systems, and clinical operations representatives
- Ensure program activities are coordinated, aligned, and sequenced with other organizational or strategic initiatives and/or other improvement activities
- Monitors and analyzes external environments for emerging value-based contracting activities, and prepare and present information to facilitate strategic and operational decision-making for CCH
- Lead the development, definition, and implementation of program outcome measures along with ongoing reporting and monitoring processes to continually assess program effectiveness, identify areas of over and under-utilization in specific populations, and identify opportunities for program involvement
- Expansion of value-based clinical programs (i.e., annual wellness, post-acute utilization management and palliative care)
- Partner with CCH's Change Institute to leverage innovative care solutions aimed at improving the health of the communities we serve

Reporting Relationship

Minimum Qualifications

- Doctor of Medicine (MD) or Doctor of Osteopathy Medicine (DO) from an accredited medical college or university
- Seven (7) years of experience in physician advisory, care management, and/or clinical documentation programs
- Five (5) years healthcare leadership experience
- Three (3) years of quality assurance experience

Preferred Qualifications

- Prior leadership experience in the acute care setting
- Lean Six Sigma certification

Knowledge, Skills, Abilities and Other Characteristics

- Knowledge and familiarity with quality assurance governance
- Excellent verbal and written communication skills necessary to communicate with all levels of staff and a workforce population composed of diverse cultures and age groups
- Demonstrate analytical and organizational, problem-solving, critical thinking, and conflict management/resolution skills
- Strong demonstrated leadership skills to implement change and drive results



Knowledge, Skills, Abilities and Other Characteristics

- Ability to prioritize, plan, and organize projects and tasks
- Ability to function autonomously and as a team member in a multidisciplinary team
- Ability to show empathy and compassion for all staff
- Demonstrate attention to detail, accuracy, and precision

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.