



Job Code: 9114

Grade: 24

HCWR: N

Job Title

Director of Patient Flow

Department

Nursing

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

Job Summary

The Director of Patient Flow is responsible for providing clinical support, facilitating efficient patient throughput, maintaining standards/regulatory requirements, and assuming the administrative role as required. Accounts for the 24-hour delivery of quality care and operational management for assigned department(s). Participates in the implementation, optimization and oversight of software programs and technology to provide real time data, development of a standardized approach for access and flow to be meaningfully measured and articulated. Identifies opportunities to optimize bed availability, develop methodologies that illustrate staffing demand, productivity, and patterns, and implement systems that facilitate and support this work. This position has a critical role in collaborating and providing leadership to teams focused on performance improvement activities related to patient access and patient flow as well as leveraging Cook County Health (CCH) resources to execute these activities.

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

- Directs, manages, and analyzes flow of all patient admissions across Cook County Health (CCH). Prepares for anticipated patient placement obstacles and creates an action plan to address potential barriers to care.
- Monitors patients' movement on a daily basis. Maintains an understanding of house-wide bed supply and demand.
- Uses knowledge including patient diagnosis, infection control issues, and other circumstances to make decisions regarding where patients are placed.
- Initiates new concepts, approaches, systems and procedures in the placement of patients to facilitate their admission process. Identifies opportunities to improve the placement of patients.
- Responsible for assessing, developing, and implementing strategies aimed at optimizing patient access and flow.
- Manages and coordinates the operational activities of assigned department(s) and personnel. Communicates with Nursing Leadership to ensure adequate staffing to admit all patients to the units and to ensure a smooth patient admission flow and avoid bottlenecks.
- Works with departments to plan for daily scheduled and unscheduled bed demand. Completes rounds on the floors to assess and resolve throughput issues.
- Collects, aggregates, and analyzes data related to patient flow and makes recommendations for improvement. Develops throughput metrics for each unit.
- Builds and fosters interdisciplinary, collaborative relationships within nursing units.
- Communicates with providers and patient access regarding transfers, direct and post procedural admissions, when necessary. Ensures that all shifts have standardized admission, transfer, and discharge procedures.
- Attends and participates in meeting, on task forces, committees, etc.
- Responsible for improving hospital throughput, increasing inpatient bed utilization and reducing patient or bed turnaround delays. Develops and implements key performance indicators for improving performance.
- Performs other duties as assigned.

Minimum Qualifications

- Licensed as a Registered Professional Nurse in the State of Illinois or must obtain Illinois license within two weeks of starting employment



Minimum Qualifications

- Bachelor of Science in Nursing from an accredited college or university
- Master's Degree or higher from an accredited college or university
- Five (5) years of Nursing experience in an Emergency Department and inpatient patient setting as a supervisor, manager, nurse coordinator, and/or charge nurse
- Two (2) years of experience overseeing patient flow

Preferred Qualifications

- Previous experience working with Magnet hospital
- Previous experience working with Patient flow optimization

Knowledge, Skills, Abilities and Other Characteristics

- Knowledge and familiarity with patient flow standard
- 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, and conflict management/resolutions skills
- Ability to adhere to department policies and standards utilizing best practices
- Strong 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.