



**Job Code:** 9120

**Grade:** 24

**HCWR:** N

**Job Title**

Service Line Business Director

**Department**

Cook County Health

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

**Job Summary**

The Service Line Business Director is responsible for developing financial, productivity, and operational targets and models for the department and provides strategic leadership on process improvement to achieve desired goals in alignment to Cook County Health (CCH) strategic goals. Actively utilizes a data-driven approach to drive continued clinical and operational excellence across the service line. In partnership with the Medical Director of executive leaders, leads in developing business, strategic, and growth plans. Identifies areas of opportunity and models for collaboration, joint ventures, acquisitions, alliances with physicians, managed care organizations, and community groups to drive growth and improve positioning of CCH in the target market segment. Appraises supply and demand requirements for services in the organization's desired marketplace and actively builds operations to optimally match services to current and future demand. Initiates and submits required documents to support recruitment and investment to support proposed growth.

**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**

- Provides leadership to achieve service line goals and strategic priorities and change initiatives.
- Influences the development and implementation of short and long term strategic plans for the service line.
- Maintains a collaborative relationship with physicians, department providers, administrative, academic and research leaders regarding operational, marketing and strategic issues.
- Oversees business and financial operations including implementation and adherence to policies and procedures, patient experience, safety and quality goals. Assures financial performance of the service line is consistent with institutional practices and budget expectations.
- Initiates proposals for improved market position, patient experience, operational efficiency, and patient safety with input from department leadership and senior management.
- Identifies industry opportunities and threats and recommends strategies to address.
- Monitors key performance indicators, scorecards, patient feedback, and financial reports to ensure the data department remains on course to meet or exceed operational goals.
- Implements approved budgets and manage the service line within the approved financial targets and guidelines in collaboration with the physician leadership and senior management.
- Prepares meaningful variance analyses and based upon the results of the monthly variance analyses or special needs of the service line, investigate potential financial issues, perform related financial analyses, and make recommendations for corrective action.
- Maintains a thorough understanding of all elements of the financial reports. Provide guidance to the physician leadership in understanding and interpreting the reports.
- Consults with colleagues for best practices and industry trends.
- Participates in the physician recruitment and business development process.
- Partners with different physician leadership in monitoring trends and underlying patient experience issues and institutes practice changes to resolve problems. Monitors and addresses patient experience feedback. May ensure that patient issues/complaints are properly resolved as applicable.
- Monitors turnover, key retention indicators, orientation practices, physician compensation, and engagement.
- Structures work environment that is supportive of a highly engaged and effective work force.



### **Typical Duties**

Monitors physician and employee engagement and makes recommendations to improve work culture as necessary.

- Ensures achievement of all compliance, regulatory, joint commission, safety adherence and other regulatory body requirements.
- Performs other duties as assigned.

### **Minimum Qualifications**

- Bachelor's degree from an accredited college or university with five (5) years managerial and/or director level experience in healthcare including operations and business plan development experience
- OR
- Masters degree from an accredited college or university with three (3) years of years managerial and/or director level experience in healthcare including operations and business plan development experience
- Two (2) years of budget and/or financial analysis experience

### **Preferred Qualifications**

- Bachelor's degree in Accounting, Business, Finance, Healthcare Administration, Health Management, Management or related field from an accredited college or university
- Master's degree in Business or Healthcare Administration
- Intermediate knowledge of Microsoft Office suite programs including but not limited to Word, Excel, Access, Power Point and Outlook
- Lean and Six Sigma Training Certification

### **Knowledge, Skills, Abilities and Other Characteristics**

- Knowledge and understanding to effectively use Cerner, and other systems and software databases to achieve goals.
- Knowledge to implement policies, practices and standards that model and reinforce the CCHHS' mission, vision and values as well as the patient centered/patient first care model.
- Ability to translate goals into actionable business tactics that are aligned with the strategic plans of the department, the medical group, the hospital and the medical center.
- Ability to determine the value/cost benefit of resource investments for future growth of the serviceline Ability to engage physicians in a manner that supports best clinical practices and promotes effective management of clinical and financial resources.
- Ability to provide financial management support and analysis throughout the year. Perform financial analyses to support operational decision-making.
- Ability to guide appropriate decision-making based on current, complete and accurate financial information.
- Ability to initiate and implement corrective actions or improvements indicated as a result of patient satisfaction surveys or as a result of other forms of patient feedback.



**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.**