

# County of Cook

Human Resources  
750 S. Wolcott  
Room: G-50  
Chicago, IL 60612



Job Code: 8000  
Grade: 24  
FLSA: Exempt

## STANDARD JOB DESCRIPTION

**JOB TITLE**  
**Assistant General Counsel**

**DEPARTMENT**  
**Office of General Counsel**

### **Job Summary**

Works within the office of General Counsel for the Cook County Health and Hospitals System (CCHHS), and reports directly to the Associate General Counsel. Provides advice, guidance, and assistance to CCHHS Board of Directors, the Chief Executive Officer, executive and medical leadership and CCHHS managers on legal issues arising in the operation of the CCHHS and its various services and programs. Represents the Office of the General Counsel at System Board meetings.

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

### **Typical Duties**

- Providing advice guidance, and assistance to CCHHS Board of Directors, the Chief Executive Officer, executive and medical leadership and CCHHS managers on legal issues arising in the operation of the CCHHS and its various services and programs;
- Attending and providing counsel at System Board meetings and administrative or medical staff meetings or hearings;
- Recommending resolution of legal and regulatory issues and/or problems requiring knowledge of applicable law and regulations and CCHHS goals, policies, and operations;
- Researching and drafting bylaws, rules, policies and guidelines;
- Reviewing contractual and policy documents for legal sufficiency and compliance with statutory and regulatory requirements;
- Negotiating and drafting contract and policy documents;
- Reviewing and responding to requests pursuant to the Illinois Freedom of Information Act;
- Coordinating representation in administrative hearings and litigation with the State's Attorney's Office and external counsel directly or through the System Department of Risk Management or the System Department of Human Resources;
- Performing other matters as assigned by the General or Associate General Counsel

Under the direction and guidance of the General or Associate General Counsel, the Assistant General Counsel:

- Performs legal research and analysis; provides oral or written advice on a variety of legal matters

### **Typical Duties (continued)**

- Represents the Office of the General Counsel at meetings of the Board of Directors of the Cook County Health and Hospitals System Board as requested
- Prepares, negotiates or reviews contracts and other legal documents related to CCHHS operations
- Communicates with the Cook County State's Attorney's Office and other attorneys and governmental agencies
- Develops, assesses, and updates CCHHS leadership on relevant legal issues
- Advises CCHHS staff as to their legal responsibilities and authority
- Assists in preparation for surveys conducted by accrediting and regulatory bodies such as The Joint Commission and the Illinois Department of Public Health
- Performs other duties as requested and as directed by the General or Associate General Counsel

### **Reporting Relationships**

The Assistant General Counsel reports to the Associate General Counsel.

### **Required Minimum Qualifications**

- Graduation from an accredited School of Law with a Juris Doctorate (J.D.) degree
- A current and active license (in good standing) to practice law in the State of Illinois
- Three (3) years of experience giving legal counsel and representation to health care entities, health care providers, health care related entities or governmental entities that operate health care entities

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

- Excellent client management and problem solving skills
- Excellent analytical, written and oral communications skills
- Ability to plan, organize, coordinate and manage legal activities
- Ability to work effectively as part of a multidisciplinary team
- Ability to work under pressure and willingness to travel throughout Cook County

### **Physical and Environmental Demands**

This position functions 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.

### **Working Conditions and Physical Demands**

General office environment where work is generally sedentary in nature, but may require standing and walking for up to 60% of the time. Environment is fast paced and some stress may occur. Visual acumen and manual dexterity for working with computer and keyboards is required.

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.

Approval:

\_\_\_\_\_  
Dr. John Jay Shannon  
Chief Executive Officer

\_\_\_\_\_  
Date

Approval:

\_\_\_\_\_  
Gladys Lopez  
Chief Human Resources Officer

\_\_\_\_\_  
Date

# County of Cook

Human Resources  
750 S. Wolcott  
Room: G-50  
Chicago, IL 60612



Job Code: 8001  
Grade: 24  
FLSA: Exempt

## STANDARD JOB DESCRIPTION

### JOB TITLE

Associate General Counsel

### DEPARTMENT

Office of General Counsel

### Job Summary

Works within the office of General Counsel for the Cook County Health and Hospitals System (CCHHS or Health System), and reports directly to the General Counsel. Works closely with and provides advice, guidance, and assistance to CCHHS Board of Directors, the Chief Executive Officer, executive and medical leadership and CCHHS managers on legal issues arising in the operation of the Health System and its various services and programs, independent of the General Counsel. Routinely represents the Office of the General Counsel at System Board Committee meetings. Serves as a deputy to the General Counsel and carries out responsibilities as assigned or delegated by the General Counsel. In a succession plan, the General Counsel is a likely candidate to replace the General Counsel upon his/her departure.

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

### Typical Duties

#### General Administrative Responsibilities

##### Management

- Contributes to the management of CCHHS staff and CHHSS' systemic development and success
- Discusses and develops CCHHS system policies and procedures
- Consistently uses 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
- Works with Labor Relations to discern past practice when necessary

##### Supervision

- Directs and effectuates CCHHS management policies practices
- Accesses and proficiently navigates CCHHS records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements

### **Typical Duties (continued)**

#### **Collective Bargaining**

- Reviews applicable Collective Bargaining Agreements and consults with Labor Relations to generate management proposals
- Participates in collective bargaining negotiations, caucus discussions and working meetings

#### **Discipline**

- Documents, recommends and effectuates discipline at all levels
- Works closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements
- Initiates, authorizes and completes disciplinary action pursuant to CCHHS system rules, policies, procedures and provision of applicable Collective Bargaining Agreements

### **Other Responsibilities**

- Providing advice and assistance to clients as requested, through the interpretation of new and emerging legal authorities, communication of relevant regulatory and procedural information;
- Recommending resolution of a complex legal and regulatory issues and/or problems requiring knowledge of applicable law and regulations and CCHHS goals, policies, and operations;
- Development of recommended bylaws, rules, policies and guidelines;
- Review of contractual and policy documents for legal sufficiency and compliance with statutory and regulatory requirements;
- Negotiation and drafting of contract and policy documents;
- Attendance and provision of counsel at administrative or medical staff meetings or hearings;
- Directly or through the System Department of Risk Management or the System Department of Human Resources, coordinate representation in administrative hearings and litigation with the State's Attorney's Office and external counsel;
- Providing supervision to other attorneys and administrative personnel as assigned by the General Counsel;
- Represents the Office of the General Counsel at meetings of the Board of Directors of the Cook County Health and Hospitals System Board as requested;
- Prepares draft ordinances and resolutions;
- Performs legal research and analysis; provides oral or written opinions on a variety of legal matters;
- Prepares or reviews contracts and other legal documents related to CCHHS operations;
- Communicates with the Cook County State's Attorney's Office and other attorneys and governmental agencies;
- Develops, assesses, and updates CCHHS leadership on relevant legal issues ;
- Supervises the System Director of Risk Management;
- Participates in the selection, assignment, development, and evaluation of subordinate personnel;
- Prepares regular or special legal reports;
- Participates in leadership and management conferences;
- Advises CCHHS staff as to their legal responsibilities and authority;
- Assists in preparation for surveys conducted by accrediting and regulatory bodies such as The Joint Commission and the Illinois Department of Public Health;

### **Typical Duties (continued)**

- Assists with CCHHS efforts during emergencies; and
- Performs other duties as requested and as directed by the General Counsel

### **Reporting Relationships**

The Associate General Counsel reports to the General Counsel to assist in providing legal advice and counsel to the Board of Directors and Leadership of CCHHS.

### **Required Minimum Qualifications**

- Graduation from an accredited School of Law with a Juris Doctorate (JD) degree
- A current and active license (in good standing) to practice law in the State of Illinois
- Five (5) years of experience in giving legal counsel and representation to health entities and/or health care providers or comparable corporate entities

### **Preferred Qualifications**

- Experience working with health laws and regulations, Medical Staff by laws and employment matters

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

- Knowledge and experience with legal principles applicable to health care, including administrative and constitutional law
- Knowledge and experience in negotiating and drafting contracts
- Excellent client management and problem solving skills
- Excellent analytical, written and oral communications skills
- Ability to plan, organize, coordinate and manage legal activities
- Ability to provide leadership and effective supervision for staff
- Ability to work effectively as part of a multidisciplinary team
- Ability to engage in public relations with the media and the community
- Ability to work under pressure and willingness to travel throughout Cook County

### **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.

### **Working Conditions and Physical Demands**

General office environment where work is generally sedentary in nature, but may require standing and walking for up to 60% of the time. Environment is fast paced and some stress may occur. Visual acumen and manual dexterity for working with computer and keyboards is required.

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For purposes of the American with Disabilities Act, “Typical Duties” are essential job functions.

Approval:

\_\_\_\_\_  
Dr. John Jay Shannon  
Chief Executive Officer

\_\_\_\_\_  
Date

Approval:

\_\_\_\_\_  
Gladys Lopez  
Chief Human Resources Officer

\_\_\_\_\_  
Date

# County of Cook

Human Resources  
750 S. Wolcott  
Room: G-50  
Chicago, IL 60612



Job Code: 8003  
Grade: 24  
FLSA: Exempt

## STANDARD JOB DESCRIPTION

### JOB TITLE

Associate Nurse Executive, Ambulatory Services

### DEPARTMENT

Nursing Administration

### Job Summary

The Associate Nurse Executive, Ambulatory Services has a matrix reporting structure. They report to the Chief Nursing Officer (CNO) for: Nursing Practice; Regulatory Compliance; Professional Development and Nursing Clinical Excellence. They report to the Chief Operating Officer, Ambulatory Services (COO, Ambulatory Services) for: Clinical Operations and Resource Management. They have a dual reporting to both the CNO and COO, Ambulatory Services for: Patient Experience and Program Development and Implementation.

The Associate Nurse Executive, Ambulatory Services is responsible for all matters affecting the day-to-day operations of the Ambulatory and Community Health Network (ACHN) clinics and programs, as well as planning for the future, and in establishing community linkages for health improvement. Works with the COO, Ambulatory Services to effectively and efficiently manage the operations of the service line. Develops and implements the organization's plan for providing nursing and other clinical care to patients for all ambulatory based programs. Develops the organization-wide patient care programs, policies, and procedures that describe how nursing and patient care is assessed, interventions planned and provided, and outcomes evaluated. Plans, directs, and coordinates activities of multiple nursing departments in the outpatient arena to maintain standards of patient care, and advises the CNO in matters related to clinical operations for ambulatory based services. Participates with leaders of the Ambulatory Executive Team, management team, and medical staff in planning, promoting, and conducting ambulatory quality assessment and performance improvement activities related to nursing.

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

### Typical Duties

#### General Administrative Responsibilities

##### Management

- Contributes to the management of CCHHS staff and CHHS' systemic development and success
- Discusses and develops CCHHS system policies and procedures
- Consistently uses 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
- Works with Labor Relations to discern past practice when necessary



## **Typical Duties (Continued)**

### **Supervision**

- Directs and effectuates CCHHS management policies practices
- Accesses and proficiently navigates CCHHS records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements

### **Collective Bargaining**

- Reviews applicable Collective Bargaining Agreements and consults with Labor Relations to generate management proposals
- Participates in collective bargaining negotiations, caucus discussions and working meetings

### **Discipline**

- Documents, recommends and effectuates discipline at all levels
- Works closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements
- Initiates, authorizes and completes disciplinary action pursuant to CCHHS system rules, policies, procedures and provision of applicable Collective Bargaining Agreements

## **Other Responsibilities**

- Leads the planning, development, and execution of an organization and culture where it is all about very high clinical quality standards, as benchmarked by CCHHS and externally by America's Essential Hospitals (AEH). The Associate Nurse Executive, Ambulatory Services needs to be an articulate spokesperson and role model for clinical quality excellence in outpatient care and patient centered medical home
- Conducts all aspects of the job in an ethical manner in support of the system's commitment to ethical behavior in all areas of personal and professional activity
- Ensures organizational accountability within the limits authorized by policies, procedures, and budgets for the service
- Works with senior management to establish objectives for ACHN and its operating departments toward the improvement of ambulatory services
- Works with senior management to establish objectives for ACHN and its operating departments toward the improvement of ambulatory services
- Pursues and aligns both ambulatory and system goals consistent with the mission, vision, values and strategic framework while simultaneously influencing others and translating these goals into action
- Formulates departmental objectives with departmental directors, proposes new services and programs, determines personnel needs and space requirements for existing and proposed programs, reviews and makes recommendations to the Executive Team
- Develops and implements strategy, communicating key ambulatory objectives, strategies, and plans to directors, managers, and staff of all ambulatory services and programs
- Ensures that each operating department and service line develops, maintains, and uses short range plans suitable to its scope of service and objectives; ensures that such plans are in harmony with the overall objectives, plans, and programs for ambulatory services
- Works with the Chief Nursing Officer and the executive team for ambulatory concerning the acquisition of equipment, facilities, new construction, and changes in space allocation

### **Typical Duties (continued)**

- Ensures management of operations for patient care, professional, ancillary, and general services for all clinics and programs within ambulatory services
- Brings any questions or concerns regarding compliance to the immediate attention of hospital leadership. Takes appropriate action with concerns reported by department staff related to compliance
- Ensures the effective recruitment, selection, supervision, development, and retention of patient care services management and staff
- Serves as a member of the Executive Team and attends relevant meetings of the Board, medical staff, nursing staff and interdisciplinary groups as determined by the Chief Nursing Officer and the COO for Ambulatory Services
- Ensures rational and purposeful management of patient care through the application of sound, strategic planning and evidence based practices
- Promotes sound fiscal operations by implementing an effective budgeting process for planning, implementation and monitoring of established budget goals
- Ensures effective leadership and management of assigned departments/service lines through the application of management principles within established guidelines
- Reviews, reports, and adjusts nursing practices in order to meet necessary regulatory and legal standards
- Ensures well integrated and organized delivery of services through effective intra- and inter-departmental coordination
- Maintains and promotes a personal, professional philosophy of community involvement by participating in professional and community activities
- Engages staff in decision making and problem solving which are supported by industry standards, best-practices and evidence-based medicine which continually lead to ongoing education, performance improvement activities, and the highest standards of performance

### **Reporting Relationships**

The Associate Nurse Executive, Ambulatory Services has a matrix reporting structure reporting both to the Chief Nursing Officer and the Chief Operating Officer, Ambulatory Services.

### **Required Minimum Qualifications**

- IL State Nursing License
- Bachelor of Science in Nursing
- Master's degree in Health Administration, Public Health, Nursing or business administration or a Doctoral degree in Nursing
- Progressive leadership experience with a minimum of seven (7) years of executive level operations position with at least five of these years in a senior leadership role such as a Chief Nursing Officer, Vice President, Associate Vice President, Nurse Executive, etc. for a large public or government hospital or health care system with responsibility for all patient care services

### **Preferred Qualifications**

- Experience in a safety net organization
- Advanced Certification in Nursing Administration
- Certification in Ambulatory Care Nursing

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

- Knowledge of quality metrics and implementation of policies, procedures, workflows and cultures to achieve such metrics
- Knowledge of The Joint Commission (TJC) and federal and state regulatory standards for ambulatory health services
- Excellent communication skills and evidence of collaborative practice
- Ability to lead consensus-based decision making
- Demonstrated expertise and experience of leading ambulatory services using the Patient Centered Medical Home (PCMH) model of care with successful clinical, quality and fiscal outcomes
- Demonstrated expertise in healthcare delivery systems and performance improvement for ambulatory services
- Demonstrates a passion about bringing quality healthcare to underserved populations in and around the community of Cook County
- Demonstrated knowledge of hospital and department compliance requirements for federal and state funded healthcare programs (e.g., Medicare and Medicaid, Medicaid Managed Care, etc.) regarding fraud, waste, and abuse.
- Demonstrated personal commitment to quality job performance, a sense of responsibility for high achievement, professional appearance, awareness of current events throughout the hospital, and positive promotion
- Demonstrated commitment to the success of the organization through enthusiastic, positive, and inspirational interactions with others and continuous role-modeling of the behaviors consistent with the mission, vision, and values
- Ability to proactively create the healthcare environment of the future for ambulatory services at the system within the first year of work
- Must role model positive communication and team relationship skills
- Dynamic individual with an inspirational and motivational leadership style

### **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.

### **Working Conditions and Physical Demands**

General office environment where work is generally sedentary in nature, but may require standing and walking for up to 70% of the time. Environment is fast paced and some stress may occur. Visual acumen and manual dexterity for working with computer and keyboards is required.

**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.**

Approval:

\_\_\_\_\_  
Agnes Therady  
Chief Nursing Officer

\_\_\_\_\_  
Date

Approval:

\_\_\_\_\_  
Gladys Lopez  
Chief Human Resources Officer

\_\_\_\_\_  
Date

# County of Cook

Human Resources  
750 S. Wolcott  
Room: G-50  
Chicago, IL 60612



Job Code:	8002
Grade:	24
FLSA:	Exempt

## STANDARD JOB DESCRIPTION

### JOB TITLE

Associate Nurse Executive, Hospital Based Services

### DEPARTMENT

Nursing Administration

### Job Summary

The Associate Nurse Executive, Hospital Based Services has a matrix reporting structure. They report to the Chief Nursing Officer (CNO) for: Nursing Practice; Regulatory Compliance; Professional Development and Nursing Clinical Excellence. They report to the Chief Operating Officer, Hospital Based Services (COO, Hospital Based Services) for: Clinical Operations and Resource Management. They have a dual reporting to both the CNO and COO, Ambulatory Services for: Patient Experience and Program Development and Implementation.

The Associate Nurse Executive, Hospital Based Services works with the COO, Hospital Based Services to effectively and efficiently manage the operations of the service line. Provides leadership, direction, and management for assigned areas of responsibility in the fulfillment of the mission, vision, values and goals of CCHHS. Ensures quality improvement, staff empowerment, customer satisfaction, and cost-effectiveness of programs/services under direction. Develops and implements the organization's plan for providing nursing and other clinical care to patients for all hospital based programs, including Stroger Hospital, Provident Hospital and Cermak Health Services. Develops the organization-wide patient care programs, policies, and procedures that describe how nursing and patient care is assessed, interventions planned and provided, and outcomes evaluated. Ensuring efficient and effective coordination and delivery of patient care services. Plans, directs, and coordinates activities of multiple nursing departments in the facilities to maintain standards of patient care, and advises the CNE in matters related to clinical operations for hospital based services. Responsible for all matters affecting the day-to-day operations of the hospitals and Cermak Health Services, as well as planning for the future, and in establishing community linkages for health improvement. Participates with leaders of Executive Team, management team, and medical staff in planning, promoting, and conducting hospital-wide quality assessment and performance improvement activities related to nursing.

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

### Typical Duties

#### General Administrative Responsibilities

##### Management

- Contributes to the management of CCHHS staff and CHHS' systemic development and success
- Discusses and develops CCHHS system policies and procedures

### **Typical Duties (continued)**

- Consistently uses 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
- Works with Labor Relations to discern past practice when necessary

#### **Supervision**

- Directs and effectuates CCHHS management policies practices
- Accesses and proficiently navigates CCHHS records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements

#### **Collective Bargaining**

- Reviews applicable Collective Bargaining Agreements and consults with Labor Relations to generate management proposals
- Participates in collective bargaining negotiations, caucus discussions and working meetings

#### **Discipline**

- Documents, recommends and effectuates discipline at all levels
- Works closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements
- Initiates, authorizes and completes disciplinary action pursuant to CCHHS system rules, policies, procedures and provision of applicable Collective Bargaining Agreements

### **Other Responsibilities**

- Leads the planning, development, and execution of an organization and culture where it is all about very high clinical quality standards, as benchmarked by CCHHS and externally by America's Essential Hospitals (AEH). The Associate Nurse Executive, Hospital Based Services needs to be an articulate spokesperson and role model for clinical quality excellence
- Leads the development and execution of a culture of accountability
- Conducts all aspects of the job in an ethical manner in support of the system's commitment to ethical behavior in all areas of personal and professional activity
- Ensures organizational accountability within the limits authorized by policies, procedures, and budgets for each affiliate
- Collaborates with senior management to establish objectives for the hospital and its operating departments toward the improvement of hospital services
- Works with department directors, formulates departmental objectives: proposes new services and programs, determines personnel needs and space requirements for existing and proposed programs, reviews and makes recommendations to the Executive Team
- Develops and implements strategy, communicating key hospital objectives, strategies, and plans to directors, managers, and staff of all affiliates

### **Typical Duties (continued)**

- Ensures that each operating department and service line develops, maintains, and uses short range plans suitable to its scope of service and objectives; ensures that such plans are in harmony with the hospital's overall objectives, plans, and programs
- Works with the Deputy Director of Nursing for Hospital Based Services and executive team concerning the acquisition of equipment, facilities, new construction, and changes in space allocation
- Ensures management of operations of patient care, professional, ancillary, and general services for all affiliates within hospital based services
- Ensures the effective recruitment, selection, supervision, development, and retention of patient care services management and staff
- Serves as a member of the Executive Team and attends relevant meetings of the Board, medical staff, nursing staff and interdisciplinary groups as determined by the CNE and the Executive Team for Hospital Based Services
- Ensures rational and purposeful management of patient care through the application of sound, strategic planning and evidence based practices
- Promotes sound fiscal operations by implementing an effective budgeting process for planning, implementation and monitoring of established budget goals
- Ensures effective leadership and management of assigned departments/service lines through the application of management principles within established guidelines
- Reviews, reports, and adjusts practices in the hospital in order to meet necessary regulatory and legal standards
- Ensures well integrated and organized delivery of services through effective intra- and inter-departmental coordination
- Maintains and promotes a personal, professional philosophy of community involvement by participating in professional and community activities
- Pursues and aligns both hospital and system goals consistent with the mission, vision, values and strategic framework while simultaneously influencing others and translating these goals into action
- Brings any questions or concerns regarding compliance to the immediate attention of hospital administrative staff. Takes appropriate action with concerns reported by department staff related to compliance
- Engages staff in decision making and problem solving which are supported by industry standards, best-practices and evidence-based medicine which continually lead to ongoing education, performance improvement activities, and the highest standards of performance
- Accommodates the needs of others through the use of timely actions, clarification, apologies, considerations, and the offering of additional information

### **Reporting Relationships**

The Associate Nurse Executive, Ambulatory Services has a matrix reporting structure reporting both to the Chief Nursing Officer and the Chief Operating Officer, Hospital Based Services.

### **Required Minimum Qualifications**

- IL State Nursing License
- Bachelor of Science in Nursing
- Master's degree in Health Administration, Public Health, Nursing or business administration or a Doctoral degree in Nursing
- Progressive leadership experience with a minimum of seven (7) years of executive level operations position with at least five of these years in a senior leadership role such as a Chief Nursing Officer, Vice President, Associate Vice President, Nurse Executive, etc. for a large public or government hospital or health care system with responsibility for all patient care services

### **Preferred Qualifications**

- Experience in a safety net organization
- Advanced Certification in Nursing Administration

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

- Excellent knowledge of quality metrics and implementation of policies, procedures, workflows and cultures to achieve such metrics is required
- Excellent communication skills and evidence of collaborative practice is required
- Demonstrated expertise of leading organizations with successful clinical and fiscal outcomes
- Demonstrated expertise in healthcare delivery systems and performance improvement
- Demonstrated personal commitment to quality job performance, a sense of responsibility for high achievement, professional appearance, awareness of current events throughout the hospital, and positive promotion
- Demonstrated commitment to the success of the organization through enthusiastic, positive, and inspirational interactions with others and continuous role-modeling of the behaviors consistent with the mission, vision, and values
- Demonstrated a passion about bringing quality healthcare to underserved populations
- Demonstrated knowledge of hospital and department compliance requirements for federal and state funded healthcare programs (e.g., Medicare and Medicaid) regarding fraud, waste, and abuse
- Knowledge of The Joint Commission (TJC) and federal and state regulatory standards
- Must be able to proactively create the healthcare environment of the future for hospital based services at the system within the first year of work
- Must role model positive communication and team relationship skills
- Must have a proven ability to lead consensus-based decision making
- Dynamic individual with an inspirational and motivational leadership style
- Effective communication/coaching skills to support, direct, and develop staff/others through the use of timely and appropriate performance feedback and shared departmental knowledge and skill



### **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.

### **Working Conditions and Physical Demands**

General office environment where work is generally sedentary in nature, but may require standing and walking for up to 70% of the time. Environment is fast paced and some stress may occur. Visual acumen and manual dexterity for working with computer and keyboards is required.

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**For purposes of the American with Disabilities Act, "Typical Duties" are essential job functions.**

Approval:

\_\_\_\_\_  
Agnes Therady  
Chief Nursing Officer

\_\_\_\_\_  
Date

Approval:

\_\_\_\_\_  
Gladys Lopez  
Chief Human Resources Officer

\_\_\_\_\_  
Date

# County of Cook

Human Resources  
750 S. Wolcott  
Room: G-50  
Chicago, IL 60612



Job Code:	8004
Grade:	24
FLSA:	Exempt

## STANDARD JOB DESCRIPTION

### JOB TITLE

Associate Nurse Executive, Quality, Development  
and Advanced Practice Nursing

### DEPARTMENT

Nursing Administration

### Job Summary

Reports directly to the Chief Nursing Officer for Cook County Health & Hospitals System (CCHHS). Oversees quality, staff development and advanced practice programs. Works closely with the Chief Quality Officer for hospital based and ambulatory services to develop and manage the nursing service plan for quality, performance improvement and professional development. Assumes overall responsibility for the operations for the CCHHS advanced practice nursing services.

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

### Typical Duties

#### General Administrative Responsibilities

##### Management

- Contributes to the management of CCHHS staff and CHHS' systemic development and success
- Discusses and develops CCHHS system policies and procedures
- Consistently uses 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
- Works with Labor Relations to discern past practice when necessary

##### Supervision

- Directs and effectuates CCHHS management policies practices
- Accesses and proficiently navigates CCHHS records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements

##### Collective Bargaining

- Reviews applicable Collective Bargaining Agreements and consults with Labor Relations to generate management proposals
- Participates in collective bargaining negotiations, caucus discussions and working meetings

### **Typical Duties (continued)**

#### **Discipline**

- Documents, recommends and effectuates discipline at all levels
- Works closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements
- Initiates, authorizes and completes disciplinary action pursuant to CCHHS system rules, policies, procedures and provision of applicable Collective Bargaining Agreements

### **Other Responsibilities**

- Provides senior nursing leadership and comprehensive oversight for Quality, Patient Safety, performance improvement, staff development and advanced practice across the system.
- Develops and implements clinical integration strategies to achieve improvement in health outcomes, patient experience, and provision of cost-effective care.
- Fosters integration of leaders to develop System Nursing Strategic Quality Plan in concert with the System Overall Strategic Plan.
- Identifies, develops and mentors leaders and other individuals in the creation and nurturing of a performance improvement approach to daily work, emphasizing teamwork, measurement and accountability
- Serves as Chief Nurse for System Projects as determined by the CNE.
- Prepares /maintains and collaborates for nursing system readiness for regulatory agencies mandates / programs and public reporting initiatives.
- Develops and directs the system education plan for staff development for all affiliates within CCHHS
- Provides oversight for the operations of the Advanced Practice Nursing Professionals within CCHHS.
- Pursues and aligns both ambulatory and system goals consistent with the mission, vision, values and strategic framework while simultaneously influencing others and translating these goals into action
- Engages staff in decision making and problem solving which are supported by industry standards, best-practices and evidence-based medicine which continually lead to ongoing education, performance improvement activities, and the highest standards of performance

### **Reporting Relationships**

The Associate Nurse Executive, Quality, Development & Advance Practice reports to the Chief Nursing Officer.

### **Required Minimum Qualifications**

- IL State RN License
- Bachelor of Science in Nursing
- Master's degree in health administration, public health, nursing or business administration or a doctoral degree in nursing.
- Certified Professional in Healthcare Quality (CPHQ) or obtained within one (1) year of hire.
- Progressive leadership experience with a minimum of seven to ten years of executive level position with at least five of these years in a leadership role such as Chief Nursing Officer, Vice President, Associate Vice President, Nurse Executive, etc. for a large public or private health care system with responsibility for directing and overseeing quality and performance improvement programs

### **Preferred Qualifications**

- Advanced Certification in performance improvement is (Lean Six Sigma for health care Green Belt level education/certification or higher)
- Certification as a Nurse Executive, Advanced (NEA-BC) or Nurse Executive (NE-BC)
- Experience in safety net healthcare organization

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

- Knowledge of quality metrics and implementation of policies, procedures, workflows and cultures to achieve such metrics
- Knowledge of The Joint Commission (TJC) and federal and state regulatory standards for hospital and ambulatory services
- Knowledge of Nursing practice and the changing healthcare landscape
- Excellent communication skills and evidence of collaborative practice
- Demonstrated personal commitment to quality job performance, a sense of responsibility for high achievement, professional appearance, awareness of current events throughout the hospital, and positive promotion
- Demonstrated expertise and experience of leading quality, patient safety and performance improvement in health care setting
- Demonstrated commitment to the success of the organization through enthusiastic, positive, and inspirational interactions with others and continuous role-modeling of the behaviors consistent with the mission, vision, and values
- Ability to proactively create the healthcare environment of the future for a public health system within the first year of work
- Ability to serve as a role model positive communication and team relationship skills
- Must have a proven ability to lead consensus-based decision making
- Dynamic individual with an inspirational and motivational leadership style and ability to coach performance improvement teams
- Effective communication/coaching skills to support, direct, and develop staff/others through the use of timely and appropriate performance feedback and shared departmental knowledge and skill

### **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.

### **Working Conditions and Physical Demands**

General office environment where work is generally sedentary in nature, but may require standing and walking for up to 70% of the time. Environment is fast paced and some stress may occur. Visual acumen and manual dexterity for working with computer and keyboards is required.

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.

Approval:

\_\_\_\_\_  
Agnes Therady  
Chief Nursing Officer

\_\_\_\_\_  
Date

Approval:

\_\_\_\_\_  
Gladys Lopez  
Chief Human Resources Officer

\_\_\_\_\_  
Date

# County of Cook

Human Resources  
750 S. Wolcott  
Room: G-50  
Chicago, IL 60612



Job Code: 8005  
Grade: 24  
FLSA: Exempt

## STANDARD JOB DESCRIPTION

**JOB TITLE**  
Budget Director - CCHHS

**DEPARTMENT**  
Finance

### Job Summary

Responsible for the oversight and direction of the annual budgeting processes for the Cook County Health and Hospitals System (CCHHS) and all affiliates within the System. The position provides ongoing financial analyses of department budgets, and other overhead allocations.

This position is responsible for building the main budget for CCHHS and for overseeing the development of the budgets for all affiliates. Fiscal responsibility for this position is close to one billion dollars.

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

### Typical Duties

#### General Administrative Responsibilities

##### Management

- Contributes to the management of CCHHS staff and CCHHS' systemic development and success
- Discusses and develops CCHHS system policies and procedures
- Consistently uses 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
- Works with Labor Relations to discern past practice when necessary

##### Supervision

- Directs and effectuates CCHHS management policies practices
- Accesses and proficiently navigates CCHHS records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements

##### Collective Bargaining

- Reviews applicable Collective Bargaining Agreements and consults with Labor Relations to generate management proposals
- Participates in collective bargaining negotiations, caucus discussions and working meetings

### **Typical Duties (continued)**

#### **Discipline**

- Documents, recommends and effectuates discipline at all levels
- Works closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements
- Initiates, authorizes and completes disciplinary action pursuant to CCHHS system rules, policies, procedures and provision of applicable Collective Bargaining Agreements

#### **Other Responsibilities**

- This position is primarily responsible for directing the CCHHS annual operating and capital budgeting process. As such, this position develops, analyzes, implements and monitors the general and auxiliary budgets for CCHHS and its Affiliates
- The incumbent develops comprehensive long-range budgetary projections and assumptions. Provide departments and programs with budget development training. Prepares the annual budget proposal for the CCHHS Board
- Research and prepare summaries regarding issues relating to budgetary matters; and when and as needed, present relevant information to the CCHHS Board. Prepare the annual budget message for CCHHS and its Affiliates
- Maintain budget policies, procedures, forms, financial data and other tools on the organization's website. Ensure that information is current and accurate
- Analyze and report on key variances to monthly projections of fiscal year revenues, expenses, and operating results. Investigate budgetary problem areas and makes recommendations for revision and/or correction
- Assess financial impact of major policy, fiscal, and operational issues
- Prepare reports and data request responses for internal customers and various government agencies
- Prepare financial reports for hospital revenue and expenditures
- Provide and explain variance analyses of budget versus actual revenues and expenditures
- Identify budgetary gaps and makes recommendations for revision and/or correction
- Advise department heads on budget matters relevant to their respective Divisions
- Coordinate and completes input and reporting of annual budget and budget transfers;
- Participate in various committee meetings and study groups as assigned
- Maintain organization and division number database for access of budgetary department roll-up/description
- Maintain the budget system for personnel changes and salary increases
- Coordinate personnel transactions with CCHHS Human Resources and Payroll, Cook County Bureau of Human Resources, Budget and Finance, and other areas as needed
- Initiate future budget base changes for personnel and non-personnel expenses
- Supervises a team of up to ten (10) staff members
- Perform other financial duties as assigned

#### **Reporting Relationships**

The Budget Director – CCHHS reports to the Chief Financial Officer - CCHHS.

### **Required Minimum Qualifications**

- Graduation from an accredited college or university with a Bachelor's Degree
- Three (3) years' experience in the administration, analysis and review of budgetary, revenue or other financial resources
- Strong knowledge of generally accepted accounting principles

### **Preferred Qualifications**

- Master's degree from an accredited institution
- Five (5) years' experience in analysis and review of budgetary, revenue or other financial resources
- Prior supervisory or managerial work experience

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

- Strong knowledge of generally accepted accounting principles
- Strong organizational skills, with the ability to organize and maintain record keeping
- Strong interpersonal skills
- Ability to communicate well and build positive working relationships with employees at all levels of the organization
- Ability to demonstrate respect and sensitivity for cultural diversity, gender differences, and sexual orientation of patients and coworkers
- Excellent written and verbal communication skills
- Analytical skills, problem solving skills
- Ability to define budgetary problems and recommend alternatives
- Mathematical skills
- Strong budgetary, financial and statistical expertise
- Conflict management skills
- Strong decision making skills
- Attention to detail
- Ability to meet deadlines
- Flexibility and adaptability in performing work duties
- Strong project management skills
- Emergency response skills
- Proficiency in Microsoft Office software (Excel, PowerPoint, and Word)
- Familiarity with Access, or other accounting or budgeting software
- Ability to handle confidential information

### **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.



### **Working Conditions and Physical Demands**

General office environment where work is generally sedentary in nature, but may require standing and walking for up to 60% of the time. Environment is fast paced and some stress may occur. Visual acumen and manual dexterity for working with computer and keyboards is required.

**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.**

Approval:

\_\_\_\_\_  
Ekerete Akpan  
Chief Finance Officer – CCHHS

\_\_\_\_\_  
Date

Approval:

\_\_\_\_\_  
Gladys Lopez  
Chief Human Resources Officer

\_\_\_\_\_  
Date

# County of Cook

Human Resources  
750 S. Wolcott  
Room: G-50  
Chicago, IL 60612



Job Code: 8006  
Grade: 24  
FLSA: Exempt

## STANDARD JOB DESCRIPTION

**JOB TITLE**  
Chief Business Officer

**DEPARTMENT**  
Administration

### **Job Summary**

Under the direction of the Chief Executive Officer, the Chief Business Officer will direct the provision of non-clinical services to support the Cook County Health and Hospitals System (CCHHS), the business units: Hospital Based Services, Ambulatory Services and Managed Care — its “internal customers” — to set service standards, streamline end-to-end processes, and monitor and improve service quality through both clinical and non-clinical services. This customer-focused governance approach will align service cost, scope, and quality with business needs focusing on improving operations at all levels of the organization.

This position is exempt from career service under the CCHHS Personnel Rules.

### **Typical Duties**

#### **General Administrative Responsibilities**

##### Management

- Contributes to the management of CCHHS staff and CCHHS' systemic development and success
- Discusses and develops CCHHS system policies and procedures
- Consistently uses 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
- Works with Labor Relations to discern past practice when necessary

##### Supervision

- Directs and effectuates CCHHS management policies practices
- Accesses and proficiently navigates CCHHS records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements

### **Typical Duties (continued)**

#### Collective Bargaining

- Reviews applicable Collective Bargaining Agreements and consults with Labor Relations to generate management proposals
- Participates in collective bargaining negotiations, caucus discussions and working meetings

#### Discipline

- Documents, recommends and effectuates discipline at all levels
- Works closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements
- Initiates, authorizes and completes disciplinary action pursuant to CCHHS system rules, policies, procedures and provision of applicable Collective Bargaining Agreements

### **Other Responsibilities**

- Work collaboratively with clinical and non-clinical directors and liaison with the finance and IT departments to meeting financial management information needs
- Examines financial and non-financial reports and analyzes the impact of actual and/or proposed operational changes in meeting health system initiatives
- Will interact with areas of oversight to develop their financial skills regarding budget development and ongoing productivity and financial management
- Collaborates with internal business partners to identify requirements and develop sourcing solutions by providing category expertise, market conditions, industry trends, product knowledge, benchmarking, and emerging supply options
- Responsible for directing the activities of certain shared services including, but not limited to: safety and security, building and grounds, food service, environmental services, supply chain management, patient experience and satisfaction, and decision support
- Consults with business units to ensure plans and solutions fully exploit technology and employ industry recognized best practices and benchmarks to meet customer expectations and business goals  
Exercises customer relationship management by knowing who to influence, how to influence, and when to influence across the enterprise
- Manages employee performance and facilitates professional development and career progression  
Provides coaching and feedback to ensure the adherence to business processes and procedures that lead to optimum

### **Reporting Relationships**

The Chief Business Officer reports to the Chief Executive Officer.

### **Required Minimum Qualifications**

- Master's in Public Health, MBA or MA
- Three (3) years management experience preferably in a large health care system
- Five (5) years of results-proven skills and experience in business process sourcing, procedure, improvement methodologies, key process performance indicator (KPI) set up and analysis, customer relationship management, supplier management, or related field

### **Preferred Qualifications**

- Experience across multiple business areas including, but not limited to: safety and security, building and grounds, food service, environmental services, supply chain management, patient experience and satisfaction, and decision support
- Recent administration experience in hospital operations in a complex health system
- Experience in improving organizational performance through the use of “lean” principles
- Understanding of the interaction between fiscal concerns, regulatory compliance, business operations and patient care is essential
- Strong problem solving and financial analytical skills coupled with excellent organizational, and exceptional oral and written communication and customer service proficiency
- Strong knowledge and understanding of productivity management systems, budget management and operational performance improvement

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

- Manages 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
- 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, CCHHS personnel and the generic public
- Highly developed interpersonal skills
- Skilled in Microsoft Office Suites preferred

### **Physical and Environmental Demands**

This position functions 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.

### **Working Conditions and Physical Demands**

General office environment where work is generally sedentary in nature, but may require standing and walking for up to 60% of the time. Environment is fast paced and some stress may occur. Visual acumen and manual dexterity for working with computer and keyboards is required.

**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.**

Approval:

\_\_\_\_\_  
Dr. John Jay Shannon  
Chief Executive Officer

\_\_\_\_\_  
Date

Approval:

\_\_\_\_\_  
Gladys Lopez  
Chief Human Resources Officer

\_\_\_\_\_  
Date

# County of Cook

Human Resources  
750 S. Wolcott  
Room: G-50  
Chicago, IL 60612



Job Code: 8023  
Grade: 24  
FLSA: Exempt

## STANDARD JOB DESCRIPTION

### JOB TITLE

Chief Corporate Compliance & Privacy Officer

### DEPARTMENT

Administration

### Job Summary

Under the direction of the Cook County Health and Hospitals System's (CCHHS) Board of Directors through the Audit and Compliance Committee of the Board, and the Chief Executive Officer, the Chief Corporate Compliance and Privacy Officer oversees the Corporate Compliance Program and the Health Insurance Portability and Accountability Act (HIPAA) Privacy Program for CCHHS. CCHHS encompasses the provider component and the health plan. Chief Corporate Compliance and Privacy Officer functions independently and objectively to review and evaluate compliance issues / concerns within the organization. Reviews applicability of local, state and federal rules and regulations of regulatory agencies that policies and procedures are being followed, and that behavior in the organization meets the CCHHS Code of Ethics.

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

### Typical Duties

#### General Administrative Responsibilities

##### Management

- Contributes to the management of CCHHS staff and CCHHS' systemic development and success
- Discusses and develops CCHHS system policies and procedures
- Consistently uses 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
- Works with Labor Relations to discern past practice when necessary

##### Supervision

- Directs and effectuates CCHHS management policies practices
- Accesses and proficiently navigates CCHHS records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements

## **Typical Duties (continued)**

### **Collective Bargaining**

- Reviews applicable Collective Bargaining Agreements and consults with Labor Relations to generate management proposals
- Participates in collective bargaining negotiations, caucus discussions and working meetings

### **Discipline**

- Documents, recommends and effectuates discipline at all levels
- Works closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements
- Initiates, authorizes and completes disciplinary action pursuant to CCHHS system rules, policies, procedures and provision of applicable Collective Bargaining Agreements

### **Other Responsibilities**

- Provides oversight and guidance to the Board of Directors, Chief Executive Officer and senior management on matters relating to compliance.
- Monitors and reports results of organizational compliance / ethics efforts. Authorized to implement all necessary actions to ensure achievement of the objectives of an effective compliance program.
- Monitors the performance of the Compliance Program and related activities, internally throughout CCHHS and externally for delegated entities, taking appropriate steps to improve effectiveness.
- Develops, initiates, maintains and revises policies, procedures and practices for the general operation of CCHHS and its related activities.
- Develops and periodically reviews and updates Code of Ethics to ensure continuing relevance in providing guidance to management and the workforce.
- Responds to alleged violations of rules, regulations, policies, procedures and the CCHHS Code of Ethics by evaluating or recommending the initiation of investigative procedures.
- Acts as an independent review and evaluation body to ensure that compliance issues/concerns evaluated, investigated and resolved, which may include reporting of violations or potential violations to duly authorized enforcement agencies as appropriate and/or required.
- Identifies potential areas of compliance vulnerability and risk; monitors operational corrective action plans for resolution of problematic issues, and provides general guidance on how to avoid or deal with similar situations in the future.
- Establishes and monitors a system to log and track all concerns/issues raised to Corporate Compliance.
- Institutes and maintains an effective compliance communication program for the organization, including promoting (a) use of the compliance hotline, (b) heightened awareness of the Code of Ethics, and (c) understanding of new and existing compliance issues and related policies and procedures.
- Works with CCHHS Human Resource Department and other as appropriate to develop an effective compliance training program, including appropriate introductory training for new workforce members as well as ongoing training for all workforce members and managers
- Guides and partners with operational leadership to facilitate operational ownership of compliance. Consults with legal counsel as needed and independently to resolve difficult compliance issues.
- Collaborates with operational areas throughout the organization to direct compliance issues to appropriate channels for investigation and resolution.
- Performs other duties as assigned.

### **Reporting Relationships**

The Chief Corporate Compliance and Privacy Officer reports to the Chief Executive Officer with dual reporting to the CCHHS Board Chair.

### **Minimum Qualifications**

- Master's degree from an accredited institution
- Professional Certification: Certified in Healthcare Compliance (CHC)
- Five (5) years' experience in healthcare to include demonstrated leadership
- Five (5) years of leadership experience, preferably in a Senior Director, Executive Director, Vice President, Chief or other related role
- Five (5) years of experience managing a compliance program for a large health system
- Seven (7) years of experience conducting complex investigations

### **Preferred Qualifications**

- Juris Doctorate (JD) degree
- Any one of the following professional, valid and active certification(s) / license(s):
  - Registered Health Information Administrator (RHIA)
  - Registered Nurse licensed in the State of Illinois
  - Certified Public Accountant (CPA)
  - Certified Financial Examiner (CFE)

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

- Thorough knowledge of compliance and privacy standards and associated law, rules and regulations ability to develop and maintain an effective compliance program.
- Establishes and provides direction and management of a system compliance hot line.
- Exceptional verbal and written communication skills necessary to communicate with all levels of staff and a patient and member population composed of diverse cultures and age groups
- Excellent program development, management and leadership skills
- Demonstrate analytical and organizational, problem-solving, critical thinking and conflict
- Consistently uses independent judgment
- Demonstrates attention to detail, accuracy and precision

### **Physical and Environmental Demands**

This position functions 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.



### **Working Conditions and Physical Demands**

General office environment where work is generally sedentary in nature, but may require standing and walking for up to 60% of the time. Environment is fast paced and some stress may occur. Visual acumen and manual dexterity for working with computer and keyboards is required.

**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.**

Approval:

\_\_\_\_\_  
Dr. John Jay Shannon  
Chief Executive Officer

\_\_\_\_\_  
Date

Approval:

\_\_\_\_\_  
Gladys Lopez  
Chief Human Resources Officer

\_\_\_\_\_  
Date

# County of Cook

Human Resources  
750 S. Wolcott  
Room: G-50  
Chicago, IL 60612



Job Code: 8008  
Grade: 24  
FLSA: Exempt

## STANDARD JOB DESCRIPTION

**JOB TITLE**  
**Chief Financial Officer - CCHHS**

**Department**  
**Administration**

### **Job Summary**

Responsible for all financial and control activities for the System. Responsible for the protection of assets, revenue cycle, reimbursement financial reporting, operational reporting, and planning for the financial needs of the System. Provides strategic vision and management for the operational and fiscal direction of the System, streamlining functions, process, and systems when appropriate. Communicates, both verbally and in writing, financial performance information to the Cook County Health & Hospitals System (CCHHS) Board, Executive Management, and County Commissioners and the financial departments of the County. Ensures a smooth and cooperative interface with external auditors, Federal, State or other regulatory survey/review bodies during any reviews of the financial operations of the System and/or any of the business units and programs. Perform a wide variety of special projects and other administrative responsibilities as assigned from time to time.

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

### **Typical Duties**

#### **General Administrative Responsibilities**

##### **Management**

- Contributes to the management of CCHHS staff and CCHHS' systemic development and success
- Discusses and develops CCHHS system policies and procedures
- Consistently uses 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
- Works with Labor Relations to discern past practice when necessary

##### **Supervision**

- Directs and effectuates CCHHS management policies practices
- Accesses and proficiently navigates CCHHS records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements

### **Typical Duties (continued)**

#### **Collective Bargaining**

- Reviews applicable Collective Bargaining Agreements and consults with Labor Relations to generate management proposals
- Participates in collective bargaining negotiations, caucus discussions and working meetings

#### **Discipline**

- Documents, recommends and effectuates discipline at all levels
- Works closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements
- Initiates, authorizes and completes disciplinary action pursuant to CCHHS system rules, policies, procedures and provision of applicable Collective Bargaining Agreements

### **Other Responsibilities**

- Oversees all financial reporting and control, financial planning, revenue cycle management, and treasury functions across the entire System.
- Ensures integrity of financial reporting and develops systems of management reporting to enable managers to make effective business decisions.
- Oversees the management of the revenue cycle program of the System to maximize revenue enhancement and collection, and ensure integrity of collected data to enhance management information and analysis.
- Coordinates, manages and leads annual budget process including integration with the strategic planning cycle. Develops a process which provides decision-making analytical tools for management in making budget decisions.
- Develops capability to provide financial decision making information including operational and financial benchmarking, cost analysis and planning support.
- Provides financial leadership to the corporate finance function including integration of activities with all of the System's operating units, ensuring consistency and standardization as appropriate.
- Provides leadership in fundamental redesign of the financial and business processes within the System.
- Manages governmental reimbursement activities to maximize revenue available and ensure compliance with all laws and regulations.
- Manages a large staff of direct and indirect reports by professional leadership, mentoring, counseling, reorganization and other personnel management initiatives. Coordinates all business and financial activities throughout the System.

### **Reporting Relationships**

The Chief Financial Officer – CCHHS reports to the Deputy Chief Executive Officer, Finance & Strategy. Serves as principal staff support to the CCHHS Board Committees for Finance and Audit and Compliance.

### **Required Minimum Qualifications**

- Graduation from an accredited college or university with a Bachelor's degree in Finance, Accounting, Business Administration or related field
- Ten (10) years of progressively more responsible financial management experience within the health care industry in order to provide knowledgeable and effective leadership to the organization in the area of Fiscal Affairs

### **Preferred Qualifications**

- A Master's degree from an accredited college or university in Finance, Accounting, Business Administration or related field
- Senior financial leadership work experience within the public and/or academic sectors of the healthcare industry; work within a multi-hospital organization highly desirable
- Ten (10) years previous experience as a Certified Public Accountant (CPA) or other similar role
- Membership in Healthcare Financial Management Association (HFMA)

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

- Managing of the revenue cycle program of the System to maximize revenue enhancement and collection, and the ability to ensure integrity of collected data to enhance management information and analysis
- Coordinating, managing and leading annual budget process
- Ability to provide financial decision making information including operational and financial benchmarking, cost analysis and planning support
- Excellent financial leadership skills
- Ability to provide leadership in fundamental redesign of the financial and business processes within the System
- Excellent communication skills, both verbally and in writing
- Skill in interfacing with external auditors, Federal, State or other regulatory survey/review bodies

### **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.

### **Working Conditions and Physical Demands**

General office environment where work is generally sedentary in nature, but may require standing and walking for up to 60% of the time. Environment is fast paced and some stress may occur. Visual acumen and manual dexterity for working with computer and keyboards is required.

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.

Approval:

\_\_\_\_\_  
Douglas Elwell  
Deputy Chief Executive Officer, Finance & Strategy

\_\_\_\_\_  
Date

Approval:

\_\_\_\_\_  
Gladys Lopez  
Chief Human Resources Officer

\_\_\_\_\_  
Date

# County of Cook

Human Resources  
750 S. Wolcott  
Room: G-50  
Chicago, IL 60612



Job Code: 8014  
Grade: 24  
FLSA: Exempt

## STANDARD JOB DESCRIPTION

**JOB TITLE**  
Chief Human Resources Officer

**Department**  
Human Resources

### Job Summary

The Chief Human Resources Officer is responsible for the direction and leadership of the Human Resource function for Cook County Health & Hospitals System (CCHHS). This position oversees all functional areas within Human Resources (HR) including Administration, Recruitment and Selection, Classification and Compensation, Leadership Development, Customer Service, Labor Relations, and Performance Management.

In addition to leading the functional areas within HR, the Chief Human Resources Officer provides daily direction to Affiliate HR leadership. This position is responsible for strategic planning and the delivery of effective HR services for CCHHS, John H. Stroger Hospital, and all Affiliates including Provident Hospital, Oak Forest, the Ambulatory and Community Healthcare Network (ACHN), the CORE Center, Cermak Health Services, and the Cook County Department of Public Health. In addition, this Position is responsible for ensuring compliance with those items as specified by the Joint Commission. This position requires a focus on providing exemplary customer service to all stakeholders in the hiring process.

This position is exempt from Career Service under the CCHHS Personnel Rules

### Typical Duties

#### General Administrative Responsibilities

##### Management

- Contributes to the management of CCHHS staff and CHHS' systemic development and success
- Discusses and develops CCHHS system policies and procedures
- Consistently uses 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
- Works with Labor Relations to discern past practice when necessary

### **Typical Duties (continued)**

#### Supervision

- Directs and effectuates CCHHS management policies practices
- Accesses and proficiently navigates CCHHS records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements

#### Collective Bargaining

- Reviews applicable Collective Bargaining Agreements and consults with Labor Relations to generate management proposals
- Participates in collective bargaining negotiations, caucus discussions and working meetings

#### Discipline

- Documents, recommends and effectuates discipline at all levels
- Works closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements
- Initiates, authorizes and completes disciplinary action pursuant to CCHHS system rules, policies, procedures and provision of applicable Collective Bargaining Agreements

### **Other Responsibilities**

- Supervises, directs and coordinates the overall management of the CCHHS Department of Human Resources (HR).
- Collaborates with the Executive Leadership Team and the CCHHS Board of Directors to discuss, plan, develop, communicate, and implement programs for the improvement of personnel effectiveness throughout CCHHS.
- Oversees all HR functions.
- Responsible for overseeing the fair and effective implementation of the Cook County employment plan and compliance with court directives regarding Shakman and other provisions related to hiring.
- Identifies the effectiveness of CCHHS personnel policies and procedures and recommends change; implements recognized legal and professional personnel standards, especially as they relate to Cook County ordinances.
- Ensures compliance with state and federal laws pertaining to terms of employment; evaluates human relations and work related problems that adversely affect employee morale and productivity.
- Ensures compliance with rules and regulations as specified by Joint Commission.
- Works with the CCHHS CEO and executive leadership to establish a strategic work force plan that represents best practices within the HR field and the Hospital industry.
- Acts as a liaison connecting CCHHS HR to Cook County BHR to ensure on-going communication and consistency in practices for all Cook County employees.
- Provides ongoing direction and mentoring to the operating Affiliates' HR Management team to ensure open lines of communication with CCHHS and Cook County BHR personnel, and identifies and addresses staff development opportunities.
- Collaborates with County and CCHHS finance departments such as Budget and Comptroller in related aspects of wage and salary administration, payroll management and formulation of the budget.

### **Typical Duties (continued)**

- Understands the budgetary implications of organizing, developing, training, classifying and compensating a large and diversified work force.
- Interacts effectively in coordinating human resources (personnel administration) issues with related agencies, such as Workers' Compensation, FMLA, Risk Management and Safety.
- Leads the design, implementation, and monitoring of quality improvement and process management initiatives for the HR functions to improve quality and efficiency, through team participation, data collection, process change implementations, and other activities.
- Collaborates with internal customers and stakeholders to identify and provide HR services in a timely, effective and cost conscious manner.
- Understands the dynamics of working in a diverse union environment and identifies and supports labor management relations to allow for effective operations.
- Collaborates with labor management and Cook County BHR to ensure employment actions are consistent with the collective bargaining agreements applicable to the unionized positions within CCHHS.
- Oversees data management in support of HR functions, establishes and revises practices to ensure the safeguarding and confidentiality of sensitive data and employee information.
- Establishes, implements, and maintains a performance based appraisal process for CCHHS employees. Implements related rewards and recognition programs.
- Ensures the preparation and distribution of measurement tools to track compliance with regulatory obligations with respect to HR functions.

### **Reporting Relationships**

The Chief Human Resources Officer reports to the Deputy Chief Executive Officer, Finance & Strategy. Serves as principal staff supporting the CCHHS Board's Human Resources Committee.

### **Required Minimum Qualifications**

- Bachelor's degree from accredited institution and seven (7) years of experience
- Five (5) total years progressive experience in Human Resources
- Prior experience in managing HR for a highly diversified union workforce
- Prior experience in hospital or healthcare setting
- Prior experience leading organization wide culture change, organizational restructuring, and operational process improvement efforts
- Minimum 5 years of experience in a Human Resources leadership role

### **Preferred Qualifications**

- Master's or advanced degree in one of the following disciplines: Human Resource Management, Industrial Relations, Business Administration, or related field; or law degree



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

- Strong interpersonal skills: for building relationships with internal clients including Executive personnel, System leaders and department heads, Board members, Cook County BHR, Labor Management, and employees at all levels of the organization
- Demonstrate respect and sensitivity for cultural diversity, gender differences, and sexual orientation of patients and coworkers
- Written and verbal communication skills
- Analytical skills, problem solving skills
- Conflict management skills used in resolving daily issues and addressing discrepancies in HR practices, or HR policy administration
- Strong decision making skills used in resolving HR operating issues and establishing effective HR practices and policies
- Attention to detail in reviewing administrative work
- Ability to meet to deadlines
- Flexibility and adaptability in performing work duties
- Strong project management skills
- Knowledge of specific software programs: Strong knowledge of Microsoft Office Suite
- Other: Understanding of and focus on providing exceptional customer service

### **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.

### **Working Conditions and Physical Demands**

General office environment where work is generally sedentary in nature, but may require standing and walking for up to 60% of the time. Environment is fast paced and some stress may occur. Visual acumen and manual dexterity for working with computer and keyboards is required. May be required to travel to CCHHS hospital affiliates or other CCHHS medical facilities.

**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.**

Approval:

\_\_\_\_\_  
Douglas Elwell  
Deputy Chief Executive Officer, Finance & Strategy

\_\_\_\_\_  
Date

# County of Cook

Human Resources  
750 S. Wolcott  
Room: G-50  
Chicago, IL 60612



Job Code: 8009  
Grade: 24  
FLSA: Exempt

## STANDARD JOB DESCRIPTION

### JOB TITLE

Chief Information Officer – CCHHS

### DEPARTMENT

Information Systems / Information Technology

### Job Summary

The Chief Information Officer (CIO) is responsible for providing leadership and vision for the planning development, integration and implementation for systems and services at Cook County Health and Hospitals System (CCHHS) for developing and implementing information technology initiatives that support the long-term objectives, mission and vision at. This includes leadership and oversight for all aspects of the organization's information technology and systems. The CIO Officer directs the planning, design and implementation of enterprise Information Technology (IT) systems in support of all hospital operations in order to enhance clinical and administrative services, patient care and experience, cost effectiveness, interconnectivity of systems and service quality.

As a member of the Executive Leadership team, the CIO will lead a governance structure that aligns IT initiatives with business priorities while balancing resource constraints (human and fiscal) to optimize IT.

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

### Typical Duties

#### General Administrative Responsibilities

##### Management

- Contributes to the management of CCHHS staff and CHHSS' systemic development and success
- Discusses and develops CCHHS system policies and procedures
- Consistently uses 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
- Works with Labor Relations to discern past practice when necessary

##### Supervision

- Directs and effectuates CCHHS management policies practices
- Accesses and proficiently navigates CCHHS records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements

## **Typical Duties (continued)**

### **Collective Bargaining**

- Reviews applicable Collective Bargaining Agreements and consults with Labor Relations to generate management proposals
- Participates in collective bargaining negotiations, caucus discussions and working meetings

### **Discipline**

- Documents, recommends and effectuates discipline at all levels
- Works closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements
- Initiates, authorizes and completes disciplinary action pursuant to CCHHS system rules, policies, procedures and provision of applicable Collective Bargaining Agreements

### **Other Responsibilities**

- Participates in the strategic planning process and share in the development of CCHHS vision, goals and initiatives with Executive Leadership
- Frequently and effectively communicate the IT vision and plans throughout CCHHS. Use targeted communications that are appropriate to the various stakeholders. Build excitement around the planned changes and understanding for the selected priorities
- Translates business and clinical needs into technological solutions, supporting a business model built on actionable data and reliable trend projection; emphasize process automation with a focus on positive patient impact
- Establish and standardize IT architecture and methodologies to enhance the patient experience and uphold best practices; actively pursue LEAN Thinking and Six Sigma standards to tightly align with patient needs and values
- Champion change initiatives and oversee smooth transitional plans for the team, involving all Stakeholders in the process and modeling behavior for management
- Leads the development of the annual IT plan and budget that is integrated into the system planning and budgeting processes
- Monitors and reports on the performance of the IT portfolio including actual vs. expected results, budgets and project duration; oversees the capital and operating budget preparation and management of IT expenses on a system-wide basis; and, manages vendor relationships and associated technology and costs
- Ensures that all initiatives in the IT portfolio have clear business goals and success metrics
- Performs an ongoing assessment of IT capabilities of employees and contractors and IT performance on behalf of entities across CCHHS. Defines short-term and long term goals for the Information Technology functions and manages IT support staff
- Oversees the selection, acquisition, development, installation, maintenance and support of information technology and technology solutions. Establish processes and metrics necessary to ensure successful implementation of IT upgrades, maintenance or new systems
- Assess existing efforts, initiatives and successes in working to establish an electronic medical record, lead the initiative to establish a new vision and strategy for a platform to support the provision of clinical services and execute the identified clinical information strategy

### **Typical Duties (continued)**

- Develop a strategy and plans for the technical infrastructure and application architecture for CCHS and execute the plan. The plan shall include standards and protocols for data exchange, communications, software and interconnection of information systems
- Develop and establish service standards for IT. Enhance and maintain a service orientated, customer focused IT function that supports all users and drive efficiency, quality, customer service and growth
- Ensure that enterprise information systems operate according to internal standards, external accrediting agency standards and legal requirements
- Leads the development and execution of an enterprise-wide information security plan, disaster recovery and business continuity plan
- Stays up-to-date on current information about technology standards and compliance regulations. Oversees the development and establishment of standards, policies, procedures and performance metrics for managing the IT infrastructure and systems
- Leads the development of applications that increase IT efficiency and participates in Hospital Leadership decisions about corporate governance and policy-making
- Develop and update risk-management strategies for technological or climatic anomalies to ensure continuous operation at full capacity
- Keep up-to-date of new legislation and ensure that the hospital's information technology goals and strategy address current and pending health care laws, such as privacy legislation and insurance regulations.

### **Reporting Relationships**

The Chief Information Officer reports to the Deputy Chief Executive Officer, Finance & Strategy.

### **Required Minimum Qualifications**

- Bachelor's, or higher level Degree, in Information Systems/Computer Science or related field
- Ten (10) years of experience leading IT systems and IT management at a senior level in a complex healthcare organization
- Ten (10) years management and leadership experience in a healthcare setting

### **Preferred Qualifications**

- Master's in Business Administration or Master of Science Degree in Computer Science
- Fifteen (15) years of experience with IT systems and IT management at a senior level with increasing responsibility in large and diverse organizations
- Lean Six Sigma experience

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

- Experience developing IT strategies with senior management and execution of organization's vision
- Strong working knowledge of healthcare IT and experience in leading state and national initiatives such as Meaningful Use and ICD 10

### **Knowledge, Skills, Abilities and Other Characteristics (continued)**

- Demonstrated track record of successfully building, leading and driving performance in high performing, customer service oriented organizations within a complex healthcare organization in a growing health system or network
- Experience in strategic technology planning, tools and processes
- Experience in leading and working through major organizational change
- Comprehensive, in-depth knowledge of technology environments, enterprise-wide software applications, applications architecture, networks, security, programming, media, and desktops
- Extensive knowledge of enterprise software applications
- A track record of successful large project implementations
- Demonstrated business savvy to work effectively with other Executives to achieve key business and technology goals
- Excellent written and oral communications skills
- Proven experience in planning, organization, and development
- Ability to analyze and interpret data and workflows effectively, including identification of potential unintended consequences of administrative, policy, and informatics decisions
- Possesses strong business acumen with proven experience in thinking strategically and implementing tactically
- Ability to work collaborative, innovative, and able to build consensus with physicians, hospital leaders, staff and administrators. Ability to negotiate effectively at all levels
- Respect and sensitivity for cultural diversity and working with employees, co-workers, patients, clients of diverse background
- Ability to handle demanding workloads to meet objectives
- Is customer focused/service oriented, and has effectively affected change
- Flexible and able to deal with ambiguity and change. Ability to work well under pressure
- Coach direct reports to function as a team and as highly effective leaders; building a pipeline of leaders capable of consistent delivery and orderly succession

### **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.

### **Working Conditions and Physical Demands**

General office environment where work is generally sedentary in nature, but may require standing and walking for up to 60% of the time. Environment is fast paced and some stress may occur. Visual acumen and manual dexterity for working with computer and keyboards is required.

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.

Approval:

\_\_\_\_\_  
Douglas Elwell  
Deputy Chief Executive Officer, Finance & Strategy

\_\_\_\_\_  
Date

Approval:

\_\_\_\_\_  
Gladys Lopez  
Chief Human Resources Officer

\_\_\_\_\_  
Date

# County of Cook

Human Resources  
750 S. Wolcott  
Room: G-50  
Chicago, IL 60612



Job Code: 8010  
Grade: 24  
FLSA: Exempt

## STANDARD JOB DESCRIPTION

### JOB TITLE

Chief Medical Information Officer

### DEPARTMENT

Medical Administration

### Job Summary

The Chief Medical Information Officer (CMIO) serves as a bridge between Physician leadership and information technology (IT) to develop and manage Cook County Health and Hospital Systems' (CCHHS) medical information systems and tools. Develops and analyses data to identify mechanisms for improving information technology (IT) functions in all areas of the clinical care process, such as electronic health information systems, quality of patient care assessments, health economics and business analytics. The CMIO partners with Physician Leadership to identify technology solutions that will improve safety, quality, patient and family satisfaction, provider and staff satisfaction and increase efficiencies in the delivery of care. In this role, leads change management initiatives within the provider community to increase the acceptance of new or evolving information systems. As the interface with IT, translates clinical requirements into IT system specifications that maximize current technology and resources.

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

### Typical Duties

#### 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 meeting

##### 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 CCHHS system rules, policies, procedures and provision of applicable collective bargaining agreements

### **Typical Duties (continued)**

#### **Supervision**

- Direct and effectuate CCHHS management policies practices
- Access and proficiently navigate CCHHS records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements

#### **Management**

- Contribute to the management of CCHHS staff and CHHS' systemic development and success
- Discuss and develop CCHHS system policy and procedure
- 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

#### **Other Responsibilities**

- As a change management leader, drive organizational and infrastructure enhancements to improve IT systems and tools for Physicians and other Medical Staff
- Supports Physician leadership as it navigates the introduction of new processes/procedures to drive clinical quality improvements and patient/physician experience at CCHHS
- Leads the effective integration and enhancements of the electronic health records systems such as computerized physician order entry (CPOE) systems and patient portal access for all clinical settings
- Sets priorities for medical information systems and leads the development of clinical information systems that assist physicians and medical staff in the delivery of patient care and medical research
- Develops understanding of physicians/clinical needs and builds relationships with physicians to increase acceptance, adoption and use of technology systems and tools
- Represents the IT requirements of the Physician Leadership team and Physician community and serve as an advocate with Hospital Leadership and IT to prioritize medical information and system needs
- Engages appropriate resources and leaders to address and resolve issues that are barriers to clinical performance
- Advises Leadership on the impact of regulatory and compliance requirements on information systems and tools and develops appropriate policies and practices
- Leads the development of data/ analytics to assist in the process of refining and implementing clinical decision support.
- As a change management leader, drive organizational and infrastructure enhancements to improve IT systems and tools for Physicians and other Medical Staff
- Supports Physician leadership as it navigates the introduction of new processes/procedures to drive clinical quality improvements and patient/physician experience at CCHHS



### **Typical Duties (continued)**

- Leads the effective integration and enhancements of the electronic health records systems such as computerized physician order entry (CPOE) systems and patient portal access for all clinical settings
  - Sets priorities for medical information systems and leads the development of clinical information systems that assist physicians and medical staff in the delivery of patient care and medical research
  - Develops understanding of physicians/clinical needs and builds relationships with physicians to increase acceptance, adoption and use of technology systems and tools
  - Represents the IT requirements of the Physician Leadership team and Physician community and serve as an advocate with Hospital Leadership and IT to prioritize medical information and system needs
  - Engages appropriate resources and leaders to address and resolve issues that are barriers to clinical performance
  - Advises Leadership on the impact of regulatory and compliance requirements on information systems and tools and develops appropriate policies and practices
- Leads the development of data/ analytics to assist in the process of refining and implementing clinical decision support.

### **Reporting Relationships**

The Chief Medical Information Officer has a matrix reporting structure reporting both to the Chief Medical Officer and the Chief Information Officer.

### **Required Minimum Qualifications**

- M.D. from an accredited medical school
- Current medical licensure in the State of Illinois
- Board Certified Medical Doctor in a specialty
- Demonstrated health informatics experience including but not limited to implementation of healthcare-related systems, experience performed while serving on relevant committee(s) such as Clinical Documentation Informatics, Clinical Information Systems, Healthcare Information Systems, etc.
- Five (5) years of leadership experience in a healthcare setting

### **Preferred Qualifications**

- Masters' Degree in Health Informatics or Health Care Administration or advanced training in medical management and informatics
- Ten (10) years of leadership experience in a healthcare setting
- Prior experience in clinical medicine

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

- In depth knowledge of clinical information systems and clinical informatics
- Experience with electronic health record (EHR) systems such as Cerner
- Knowledge of current trends in healthcare, clinical systems, information technology and point of care
- Excellent presentation and communication skills to work effectively with a diverse organization

### **Knowledge, Skills, Abilities and Other Characteristics (continued)**

- In-depth knowledge of clinical work flow both inpatient and out-patient settings to develop appropriate clinical systems and tools
- Experience with leading change through technology
- Prior project management experience leading and managing complex healthcare implementations
- Prior experience with implementation of information tools (e.g., electronic clinical documentation tools)
- Experience in a matrix management model
- Experience in medical informatics, clinical systems implementation, process re-design and change management associated with introduction of IT to clinical culture; familiarity with products and medical informatics trends and tools
- Knowledge of Microsoft Office, Cerner, Siemens, SAS or Stata, SQL Server
- Ability to work collaborative, innovative, and able to build consensus with physicians, hospital leaders, staff and administrators. Ability to work with employees, co-workers, patients and clients of diverse backgrounds
- Strong interpersonal skills to interface with management at all levels of the organization and build relationships with external agencies
- Excellent written and oral skills. Ability to prepare written materials/presentations for internal or external use
- Ability to drive change within the physician population
- Ability to analyze and interpret data and workflows effectively, including identification of potential unintended consequences of administrative, policy, and informatics decisions
- Able to listen well and communicate effectively at the interface of the clinical and information technology domains
- Able to negotiate effectively at all levels
- Flexible and able to deal with ambiguity and change

### **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.

### **Working Conditions and Physical Demands**

General office environment where work is generally sedentary in nature, but may require standing and walking for up to 60% of the time. Environment is fast paced and some stress may occur. Visual acumen and manual dexterity for working with computer and keyboards is required.

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.

Approval:

\_\_\_\_\_  
Dr. Claudia Fegan  
Chief Medical Officer

\_\_\_\_\_  
Date

Approval:

\_\_\_\_\_  
Gladys Lopez  
Chief Human Resources Officer

\_\_\_\_\_  
Date

# County of Cook

Human Resources  
750 S. Wolcott  
Room: G-50  
Chicago, IL 60612



Job Code: 8011  
Grade: 24  
FLSA: Exempt

## STANDARD JOB DESCRIPTION

**JOB TITLE**  
Chief Medical Officer

**DEPARTMENT**  
Cook County Health & Hospitals Services,  
Administration

### Job Summary

Under the direction of the Chief Executive Officer, the Chief Medical Officer is responsible for setting the quality agenda and managing the relationships among the various physician/dental activities of the Cook County Health & Hospitals System (CCHHS). Provide leadership in the alignment of physicians/dentists and physician/dental services with CCHHS' strategic plans and clinical program priorities. Lead the development of CCHHS' clinical quality agenda, including consistent performance targets and metrics, setting a standard of care, measuring and improving clinical outcomes, and disseminating best practices. Chair key physician/dental committees aimed at both alignment of clinical programs, integration of standards of care and driving continuous improvement of quality. Serve as primary liaison to the CCHHS Board's Patient Safety and Quality Committee.

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

### Typical Duties

#### General Administrative Responsibilities

##### Management

- Contributes to the management of CCHHS staff and CCHHS' systemic development and success
- Discusses and develops CCHHS system policies and procedures
- Consistently uses 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
- Works with Labor Relations to discern past practice when necessary

##### Supervision

- Directs and effectuates CCHHS management policies practices
- Accesses and proficiently navigates CCHHS records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements

### **Typical Duties (continued)**

#### **Collective Bargaining**

- Reviews applicable Collective Bargaining Agreements and consults with Labor Relations to generate management proposals
- Participates in collective bargaining negotiations, caucus discussions and working meetings

#### **Discipline**

- Documents, recommends and effectuates discipline at all levels
- Works closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements
- Initiates, authorizes and completes disciplinary action pursuant to CCHHS system rules, policies, procedures and provision of applicable Collective Bargaining Agreements

#### **Other Responsibilities**

- Strategic alignment of physician/dental services of CCHHS
- Convene physicians/dentists via identified committees to develop consistent standards for care delivered by any CCHHS affiliated physician/dentist
- Articulate goals for the CCHHS physician/dentist components and networks and defining the benchmarks for measuring success
- Assure the clinical environment in which physicians/dentists practice is supportive of CCHHS' mission
- Work collaboratively with leaders of the medical staff of the CCHHS hospitals
- Define and align physician/dental provider networks throughout CCHHS in support of CCHHS' strategic plan
- Assure representation of CCHHS physician/dental organizations in all facility integration activities
- Facilitate appropriate physician/dental participation to ensure physician/dental perspective and buy-in to networking and new business development activity
- Lead the development of consistent credentialing standards and processes across CCHHS
- Work with all elements of CCHHS with a focus on physicians/dentists to take a leadership role in developing quality metrics based on standards of care
- Monitor success to clinical services and work with appropriate leaders to remove barriers and facilitate referrals and patient flow to CCHHS services
- Create a physician/dental leadership plan to identify, develop and mentor future physician/dental leaders across CCHHS
- Develop and implement physician/dental communication strategies that inform, link and bond CCHHS physicians/dentists among themselves and with CCHHS, including forums that promote information exchange and collective purpose
- Assures the ongoing development and implementation of policies and procedures that guide and support the provision of medical staff services across CCHHS
- Coordinates with CCHHS leadership the development of correction action plans for regulatory agencies in the event of adverse findings
- Acts as the primary medical liaison between CCHHS, the entity medical staffs and the CCHHS Board of Directors
- Assists CCHHS medical directors and CCHHS senior leadership in the development of budgets

### **Typical Duties (continued)**

- Supports the Quality & Patient Safety Committee of the CCHHS Board
- Establish a close working relationship with CCHHS leadership to assure appropriate attention to the CCHHS' mission and strategy, including but not limited to the Chief Executive Officer, the Deputy CEO of Finance & Strategy, the Deputy CEO of Operations, the Chief Operating Officer of Integrated Care Services, the Chief Nursing Officer and the Executive Director of Managed Care
- Establish a close working relationship with Human Resources/Labor and our union partners
- Perform other duties incidental to the work described herein

### **Reporting Relationships**

The Chief Medical Officer reports to the Chief Executive Officer.

### **Required Minimum Qualifications**

- M.D. from an accredited medical school
- Current and valid State of Illinois license
- Ten (10) years practice experience in a large group practice and/or an integrated health system
- Five (5) years of leadership experience in complex healthcare organization with demonstrated success in the management of clinical improvement and patient safety
- Five (5) years in a supervisory / management capacity

### **Preferred Qualifications**

- Five (5) years of management experience, in a senior leadership role such as a Medical Director or Chief Medical Officer.

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

- Possesses strong sense of organizational dynamics
- Exhibits problem solving skills and productively manages conflict
- Portrays excellent collaborative and team building skills
- Demonstrates creativity and flexibility
- Recognized as a resource for leading collaborative administrative, medical staff, clinical and non-clinical team discussions
- Requires leadership capabilities that accommodate a complex organization with multiple matrix relationships and which demonstrates strong decisive leadership while encouraging timely consensus building
- Possesses excellent written and verbal communications
- Ability to work as a team member, creating and maintaining effective working relationships
- Ability to understand and apply guidelines, policies and procedures
- Demonstrated strong analytical and critical thinking skills
- Knowledge of Microsoft Office products (Word, Excel, PowerPoint) and data analysis software and tools

### **Knowledge, Skills, Abilities and Other Characteristics (continued)**

- Strong problem solving skills and result-oriented mentality
- Demonstrated managerial skills; ability to establish strong working relationships and to lead and motivate teams
- Demonstrated ability to work in a team based environment and collaborate effectively with cross-function teams
- Strong communication skills; ability to communicate effectively with different functions of the organization
- Ability to demonstrate respect and sensitivity for cultural diversity, gender differences, and sexual orientation of patients and coworkers
- Possesses strong sense of organizational dynamics

### **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.

### **Working Conditions and Physical Demands**

General office environment where work is generally sedentary in nature, but may require standing and walking for up to 60% of the time. Environment is fast paced and some stress may occur. Visual acumen and manual dexterity for working with computer and keyboards is required.

**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.**

Approval:

\_\_\_\_\_  
Dr. John Jay Shannon  
Chief Executive Officer

\_\_\_\_\_  
Date

Approval:

\_\_\_\_\_  
Gladys Lopez  
Chief Human Resources Officer

\_\_\_\_\_  
Date

# County of Cook

Human Resources  
750 S. Wolcott  
Room: G-50  
Chicago, IL 60612



Job Code: 8012  
Grade: 24  
FLSA: Exempt

## STANDARD JOB DESCRIPTION

**JOB TITLE**  
Chief Nursing Officer

**DEPARTMENT**  
Nursing Administration

### Job Summary

Reporting to the Cook County Health & Hospitals System's (CCHHS) Chief Executive Officer, the Chief Nursing Officer, is responsible for nursing practice throughout CCHHS by establishing patient care guidelines and a framework of nursing policies and procedures designed to provide overall guidance and direction to the nursing organization and the clinical practice of nursing for CCHHS.

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

### Typical Duties

#### General Administrative Responsibilities

##### Management

- Contributes to the management of CCHHS staff and CHHSS' systemic development and success
- Discusses and develops CCHHS system policies and procedures
- Consistently uses 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
- Works with Labor Relations to discern past practice when necessary

##### Supervision

- Directs and effectuates CCHHS management policies practices
- Accesses and proficiently navigates CCHHS records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements

##### Collective Bargaining

- Reviews applicable Collective Bargaining Agreements and consults with Labor Relations to generate management proposals
- Participates in collective bargaining negotiations, caucus discussions and working meetings



### **Typical Duties (continued)**

#### **Discipline**

- Documents, recommends and effectuates discipline at all levels
- Works closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements
- Initiates, authorizes and completes disciplinary action pursuant to CCHHS system rules, policies, procedures and provision of applicable Collective Bargaining Agreements

#### **Other Responsibilities**

- Provides leadership to Nursing Operations in the development, implementation and evaluation of the written plan for the provision of nursing care, philosophy of nursing, policies, standards and programs that support the clinical practice of nursing and for effective nursing care delivery systems throughout the organization.
- Participates in the development and implementation of an ongoing program to monitor, evaluate and improve the quality of nursing care delivered to the patient and family throughout the district. Identifies and analyzes the design of jobs, work processes, work flows, etc. for Nursing Administration and implements appropriate changes to improve effectiveness productivity and efficiency that support the overall goals of the department and CCHHS.
- Ensure the overall direction, leadership and executive management of the department of Nursing Administration. Responsible for planning budget and personnel management, policy development / implementation and consultation with staff and senior management to ensure that the department meets educational and recruitment goals for internal and external customers.
- Responsible for expanding professional growth and development opportunities for nursing staff. Ensures the design of nursing roles is optimal and makes revisions as needed.
- Ensures the scheduling, productivity and quality components of the nursing function at CCHHS operate effectively, for appropriate staffing levels on a house-wide basis.
- Maintains knowledge of applicable rules, regulations, policies, laws and guidelines that impact or govern the practice of nursing. Develops effective internal controls that promote adherence to applicable state/federal laws, and the program requirements of accreditation agencies and federal, state and private health plans. Seeks advice and guidance as necessary to ensure proper understanding.
- Develops and monitors annual operating and capital budgets that ensure Nursing Administration functions have the necessary funds to carry out the goals and objectives that have been established for the area.
- Ensures communication of information regarding nursing within CCHHS through publishing, assisting in publishing research findings and participation in the production of an in-house nursing publication.
- Maintains a positive working relationship with all nursing management, other CCHHS management, the Board and outside organizations associated with the practice of nursing to ensure up-to-date information is available and that needed changes can be made successfully.
- Directing clinical nursing practice to achieve the highest quality of patient care and foster a “Best of Class” clinical practice environment.
- Developing and providing direction for the implementation of the System’s plan for the provision of nursing care to patients.

### **Typical Duties (continued)**

- Developing the infrastructure for establishing and implementing standards of patient care and nursing practice.
- Creating an environment that supports and facilitates the development of professional nursing practice, management and leadership.
- Developing relationships with internal, local and regional nurse leaders, academic institutions and professional organizations.
- Establishing and maintaining productive working relationships with the Medical Staff.
- Implementing CCHHS' values, mission and vision.

### **Organizational Leadership**

- Promoting a trusting environment and developing relationships with leaders and physicians throughout the organization.
- Formulating operational plans to achieve the future goals for nursing services as set forth in the CCHHS strategic plan.
- Achieving organizational goals and effectively influencing change through the use of knowledge, data and personal influence.
- Providing clear direction, establishing priorities, defining relationships, and clarifying roles within a complex and dynamic organization.
- Guiding the growth and development of nursing leadership (individually and collectively) through mentoring, shared decision making, problem solving and individual and team development plans.

### **Strategic Planning**

- Developing and articulating a vision for nursing that includes defined strategies and outcomes for nursing practice and professional development.
- Actively participating in strategic planning processes for the organization, developing programs and services that addresses health care needs.
- Translating the strategic goals into tactical plans for nursing and other clinical areas.
- Providing leadership in developing the overall plan for the recruitment and retention of nursing, ensuring that a sufficient number of qualified staff members are available to meet the needs of patients.

### **Effective Patient Care**

- Interacting with the Board, management, medical staff and other organizational leaders in representing and advocating for the delivery of the highest quality patient care and professional nursing practice.
- Providing leadership in development, implementation and evaluation of organizational mechanisms and systems that impact the delivery of quality patient care.
- Implementing and supporting a nursing care delivery system that facilitates quality patient care and the effective use of human, financial and technological resources.
- Developing and maintaining a professional practice model that supports nursing collaboration with physicians and other clinical disciplines.
- Demonstrating and communicating a commitment to performance improvement through systematic outcome monitoring of both administrative and clinical data affecting patient care, resource management and professional development.

## **Typical Duties (continued)**

### **Quality, Practice and Environment**

- Creating the infrastructure and process for developing patient care programs, policies and procedures, ensuring that they address how patients' nursing care needs are identified and met.
- Ensuring nursing compliance with regulatory, accrediting and legislative mandates.

### **Clinical Nursing Practice**

- Ensuring excellence in patient care delivery and implementing evidence-based practices.
- Utilizing current "best practice" information on the delivery of nursing care.
- Defining the processes for developing, reviewing and approving all nursing policies and procedures, standards of patient care and standards of nursing practice.
- Collaborating with the Medical Executive Committee regarding policies and practices related to the management of patient care.

### **Education & Research**

- Developing and maintaining systems that ensure the appropriate orientation and ongoing education of clinical staff.
- Establishing and maintaining professional liaisons with educational institutions to promote the exchange of resources and collaboration between service and education.
- Creating an environment that values and engages nursing research in the development of best practices for the design of policies and procedures, standards of care and clinical decision-making.

## **Reporting Relationships**

The Chief Nursing Officer reports to the Chief Executive Officer.

## **Required Minimum Qualifications**

- Master's Degree in Nursing, Healthcare Administration, Business Administration or related field.
- Holds a current and valid Illinois Nursing License.
- Seven (7) years of progressive nursing supervisory experience in a complex, urban medical center to include three (3) years of management experience.

## **Preferred Qualifications**

- Ten (10) years of Nursing Management experience, preferably in a senior leadership role such as a Chief Nursing Officer.

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

- Provides care to assigned patient population in accordance with the current State of Illinois Nursing Practice Act, established protocols, multidisciplinary plan of care and clinical area specific standards.
- Proven written and verbal communication skills with demonstrated leadership ability.
- Must be able to express ideas and views effectively and persuasively in hospital staff and public.
- Must be able to gather and analyze data to make appropriate and effective decisions.

### **Knowledge, Skills, Abilities and Other Characteristics (continued)**

- Must be able to demonstrate an in-depth knowledge of nursing and nursing administration.
- Must be capable of recruiting, developing and motivating people.
- Must be able to think creatively and strategically in order to develop and implement management procedures.
- Must have working knowledge of hospital organization and operations, administrative standards, regulations and practices within three months of job assignment.
- A thorough knowledge of state and federal laws, rules and regulations including the IDPH Administrative Code, Centers for Medicare and Medicaid, The Joint Commission, Hospital Licensing Act and Annual Patient Safety Goals
- Ability to evaluate the broad perspective of issues in terms of consequences and scope when planning for the future and responding to problems
- Demonstrates respect and sensitivity for cultural diversity and working with employees, co-workers, patients, clients of diverse backgrounds
- Strong interpersonal skills necessary for interfacing with management at all levels of the organization, building relationships within CCHHS and with external agencies
- Excellent communication skills
- Strong writing skills with a demonstrated ability to prepare written material for internal or external use
- Analytical skills; problem-solving skills
- Strong decision making skills; ability to discern and selectively communicate critical information
- Attention to detail
- Work to meet deadlines
- Flexibility and adaptability in performing work duties
- Strong project management skills
- Ability work well under pressure
- Conflict management skills
- Ability to prepare departmental budgets
- Ability to analyze data and provide recommendations
- Ability to work independently through the completion of projects and assignments
- Strong organizational 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.

### **Working Conditions and Physical Demands**

General office environment where work is generally sedentary in nature, but may require standing and walking for up to 60% of the time. Environment is fast paced and some stress may occur. Visual acumen and manual dexterity for working with computer and keyboards is required.

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.

Approval:

\_\_\_\_\_  
Dr. John Jay Shannon  
Chief Executive Officer

\_\_\_\_\_  
Date

Approval:

\_\_\_\_\_  
Gladys Lopez  
Chief Human Resources Officer

\_\_\_\_\_  
Date

# County of Cook

Human Resources  
750 S. Wolcott  
Room: G-50  
Chicago, IL 60612



Job Code: 8013  
Grade: 24  
FLSA: Exempt

## STANDARD JOB DESCRIPTION

**JOB TITLE**  
**Chief of Clinical Integration**

**DEPARTMENT**  
**Administration**

### **Job Summary**

The Chief of Clinical Integration (CCI) is a Physician Executive advising the Chief Executive Officer (CEO) and representing the organization to achieve an effective, highly integrated system of primary care, specialty care, acute care and behavioral health in an environment that promotes education of the next generation of health care professionals and contributes to meaningful discovery that improves the health status of the community it serves. The CCI reports to the CEO and is a central position in the leadership team. The sets guidelines/standards for system-wide delivery of high quality care and operational excellence, and ensures a standard practice/performance across the system.

This position is exempt from Career Service under the Cook County Health & Hospitals System (CCHHS) Personnel Rules.

### **Typical Duties**

#### **General Administrative Responsibilities**

##### Management

- Contributes to the management of CCHHS staff and CHHS' systemic development and success
- Discusses and develops CCHHS system policies and procedures
- Consistently uses 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
- Works with Labor Relations to discern past practice when necessary

##### Supervision

- Directs and effectuates CCHHS management policies practices
- Accesses and proficiently navigates CCHHS records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements

## **Typical Duties (continued)**

### **Collective Bargaining**

- Reviews applicable Collective Bargaining Agreements and consults with Labor Relations to generate management proposals
- Participates in collective bargaining negotiations, caucus discussions and working meetings

### **Discipline**

- Documents, recommends and effectuates discipline at all levels
- Works closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements
- Initiates, authorizes and completes disciplinary action pursuant to CCHHS system rules, policies, procedures and provision of applicable Collective Bargaining Agreements

### **Other Responsibilities**

- Identifies and analyzes the design of jobs, work processes and work flows for the clinical staff and entities, and implements appropriate changes to improve effectiveness, productivity, and efficiency that support the overall goals of CCHHS
- Evaluates the clinical operations of CCHHS and focuses on areas requiring negotiation, intervention and problem solving to achieve a highly integrated, efficient, and patient-centered health care system
- Selects, trains, motivates, supervises, and evaluates assigned staff to ensure maximum utilization of individual and group capabilities, while providing optimal service to patients in health system, fellow staff members and affiliates
- Develops, implements, monitors, and revises annual goals for the clinical entities that support the missions and objectives of CCHHS
- Recommends strategy related to development of a diverse and effective clinical workforce
- Promotes the free flow of information among and between hospital clinical departments, their clinical leaders, and administrators to address day-to-day health system issues as they arise
- Defines ongoing processes to develop, identify and disseminate learning and best practices across all operations in CCHHS
- Collaborates with CMIO/CIO in the creation of the information infrastructure that will support proper analysis of clinical and financial data. Makes recommendations for more efficient and cost effective delivery of care based on report analysis
- Develops and monitors annual budgets that ensure the assigned department has the necessary resources to carry out their goals and objectives
- Executes the annual budget for the operations organization that is within the budgetary guidelines and timetables established by the system
- Ensures that the facilities utilize their resources in a fiscally responsible manner so as to assure the facility's long-term sustained success in the future
- Works collaboratively with other clinical leaders, senior staff and directors to ensure clinical quality and safety programs meet or exceed all pertinent regulatory and accreditation bodies (Illinois Department of Human Services, Medicare, OSHA, HIPPA, CLIA, JCAHO, etc.)
- Sets guidelines and oversees the effort to improve patient safety. Leads the operational organization in ongoing quality improvement by developing, implementing and supporting organizational performance improvement and patient safety initiatives

### **Typical Duties (continued)**

- Collaborates with the Executive Medical Director and Executive Director of Nursing to deliver an integrated care model in all CCHHS facilities
- Advises health system on resources needed to achieve high quality health care delivery
- Decides CCHHS-wide clinical and operational strategies, consistent with CCHHS vision and long-term strategy. Provides clinical and operational inputs into CCHHS vision and long-term strategy
- Develops effective internal controls that promote adherence to applicable state/federal laws, and the program requirements of accreditation agencies, and federal, state, and private health plans
- Owns the process to track performances and measure clinical and operational outcomes
- Serves as a member of senior management to develop and implement policies and strategies related to the health system as a premier site for graduate medical education and clinical discovery
- Serves as a member of senior management to plan and manage the clinical affairs of the health system and assist with medical school and clinical leadership interrelationships
- Assures alignment of clinical, academic and research activities and affiliations to advance health system objectives
- Participates in a staff role in meetings for the Board of Directors
- Represents operational interests on assigned internal/external committees, task forces, commissions, agencies and promotional or public relations efforts for CCHHS primary care clinical affairs
- Other related duties as required for the efficient operation and performance reporting

### **Reporting Relationships**

The Chief of Clinical Integration reports to the Chief Executive Officer.

### **Required Minimum Qualifications**

- Doctorate degree from a recognized and certified professional school
- Valid State of Illinois Medical License
- Credentialed and privileged member of the Medical Staff
- Five (5) years of academic health center leadership experience at the Senior Management or Department Chair/Division Chief level

### **Preferred Qualifications**

- Knowledge of applicable rules, regulations, policies, laws and guidelines impacting health system status, including quality, safety, graduate medical education, clinical investigation
- Prior work experience in a union environment
- Prior relevant experience in a comprehensive healthcare delivery system with inpatient, ambulatory and community clinics

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

- Must be able to demonstrate patient centered/patient valued behaviors
- Must possess excellent verbal and written communication skills



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

- Must use a collaborative leadership style that develops and motivates team members but assures accountability
- Must be able to demonstrate exceptional interpersonal skills and understanding of the interdepartmental roles of the various health professions
- Must be familiar with personal computers, data compilation, and data analysis
- Must demonstrate ability to work with health system governing body, community organizations, the media, and various political entities

### **Physical and Environmental Demands**

This position functions 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.

### **Working Conditions and Physical Demands**

General office environment where work is generally sedentary in nature, but may require standing and walking for up to 60% of the time. Environment is fast paced and some stress may occur. Visual acumen and manual dexterity for working with computer and keyboards is required.

**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.**

Approval:

\_\_\_\_\_  
Dr. John Jay Shannon  
Chief Executive Officer

\_\_\_\_\_  
Date

Approval:

\_\_\_\_\_  
Gladys Lopez  
Chief Human Resources Officer

\_\_\_\_\_  
Date

# County of Cook

Human Resources  
750 S. Wolcott  
Room: G-50  
Chicago, IL 60612



Job Code: 8015  
Grade: 24  
FLSA: Exempt

## STANDARD JOB DESCRIPTION

**JOB TITLE**  
**Chief of Staff**

**DEPARTMENT**  
**Administration**

### **Job Summary**

The Chief of Staff serves as an advisor to the Chief Executive Officer. Assists in developing and implementing policies, programs and other executive functions. Provides direction to the various departments under the jurisdiction of the Chief Executive Officer. Works directly with Senior Staff, Executive Leadership and Department Heads to effectively utilize appropriated funds and to coordinate approaches to problem solving. May work directly with the County Board and various elected officials in order to assist in problem solving and the efficient operation of CCHHS business. Supervises, instructs and directs the work activities of staff in the office of the Chief Executive Officer. Acts as a liaison to health related associations (i.e. Illinois Hospital Association, American Hospital Association, National Association of Public Hospitals and the National Association of Counties).

This position is exempt from Career Service under the CCHHS Personnel Rules

### **Typical Duties**

#### **General Administrative Responsibilities**

##### **Management**

- Contributes to the management of CCHHS staff and CCHHS' systemic development and success
- Discusses and develops CCHHS system policies and procedures
- Consistently uses 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
- Works with Labor Relations to discern past practice when necessary

##### **Supervision**

- Directs and effectuates CCHHS management policies practices
- Accesses and proficiently navigates CCHHS records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements

### **Typical Duties (continued)**

#### **Collective Bargaining**

- Reviews applicable Collective Bargaining Agreements and consults with Labor Relations to generate management proposals
- Participates in collective bargaining negotiations, caucus discussions and working meetings

#### **Discipline**

- Documents, recommends and effectuates discipline at all levels
- Works closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements
- Initiates, authorizes and completes disciplinary action pursuant to CCHHS system rules, policies, procedures and provision of applicable Collective Bargaining Agreements

### **Other Responsibilities**

- Serves as liaison to the Cook County Board of Commissioners
- Responsible for special projects assigned by the CEO; managing assigned staff and supervising any projects as directed by the CEO
- Works with the General Counsel, as necessary, in order to address and respond to litigation and other legal and investigative matters
- Consults with the Chief Strategy Officer, the Director of Intergovernmental Affairs and the Executive Director of Communications to address legislative matters and communications issues
- Consults with the Chief Financial Officer and the Budget Director in the development and preparation of the annual budget for presentation to the CCHHS Board of Directors and the Cook County Board of Commissioners

### **Reporting Relationships**

The Chief of Staff reports to the Chief Executive Officer.

### **Minimum Qualifications**

- Bachelor's degree from an accredited college or university
- Five (5) years full-time work experience in a Government or Healthcare Field

### **Preferred Qualifications**

- Master's or Juris Doctorate Degree
- Experience analyzing, drafting or researching legislation or working with or lobbying on behalf of or before a governmental agency

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

- Knowledge of the policies, procedures and general practices encountered at a major healthcare institution and/or governmental entity
- Knowledge of the principles and techniques of office practices and procedures
- Sound judgment in making decisions, reorganizing established precedents and in meeting new problems
- Ability to maintain highly confidential material and information in the office of the Chief Executive Officer
- Diplomatic and maintains confidentiality in dealings with the County Commissioners, CCHHS Board of Directors, Executive/ Managerial Staff and Medical Staff, County employees, and the general public (hospital patients and their families)
- Excellent analytical, written and oral communications skills
- Ability to work effectively as part of a multidisciplinary team.
- Demonstrate the ability to work effectively with a diverse set of employees and with multiple disciplines in both clinic and administrative settings.
- Strong interpersonal skills
- Ability to establish strong working relationships and to communicate effectively
- Ability to demonstrate respect and sensitivity for cultural diversity, gender differences, and sexual orientation of patients and coworkers
- Knowledge of Microsoft Office products (Word, Excel, PowerPoint).
- Thorough knowledge of legal, regulatory, ethical, managerial, organizational requirements, principles and standards of care for hospitals and healthcare systems
- Ability to work under pressure and willingness to travel throughout Cook County.

### **Physical and Environmental Demands**

This position functions 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.

### **Working Conditions and Physical Demands**

General office environment where work is generally sedentary in nature, but may require standing and walking for up to 60% of the time. Environment is fast paced and some stress may occur. Visual acumen and manual dexterity for working with computer and keyboards is required.

**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.**

Approval:

\_\_\_\_\_  
Dr. John Jay Shannon  
Chief Executive Officer

\_\_\_\_\_  
Date

Approval:

\_\_\_\_\_  
Gladys Lopez  
Chief Human Resources Officer

\_\_\_\_\_  
Date

# County of Cook

Human Resources  
750 S. Wolcott  
Room: G-50  
Chicago, IL 60612



Job Code: 8016  
Grade: 24  
FLSA: Exempt

## STANDARD JOB DESCRIPTION

### JOB TITLE

Chief Operating Officer, Ambulatory Services

### DEPARTMENT

Ambulatory Services

### Job Summary

The Chief Operating Officer, Ambulatory Services of the Cook County Health & Hospital System (CCHHS) reports to the Deputy Chief Executive Officer, Operations and is responsible for supervising, directing and coordinating all ambulatory clinical and business operations, programs and functions for CCHHS. Dispersed throughout Cook County, the Ambulatory Services coordinates primary and specialty outpatient care in community, school-based and regional outpatient settings including Fantus Clinic and the Core Center. The mission of CCHHS is to provide high quality care to the residents of Cook County regardless of their ability to pay.

The Chief Operating Officer 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 CCHHS Management team.

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

### Typical Duties

#### General Administrative Responsibilities

##### Management

- Contributes to the management of CCHHS staff and CCHHS' systemic development and success
- Discusses and develops CCHHS system policies and procedures
- Consistently uses 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
- Works with Labor Relations to discern past practice when necessary

### **Typical Duties (continued)**

#### **Supervision**

- Directs and effectuates CCHHS management policies practices
- Accesses and proficiently navigates CCHHS records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements

#### **Collective Bargaining**

- Reviews applicable Collective Bargaining Agreements and consults with Labor Relations to generate management proposals
- Participates in collective bargaining negotiations, caucus discussions and working meetings

#### **Discipline**

- Documents, recommends and effectuates discipline at all levels
- Works closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements
- Initiates, authorizes and completes disciplinary action pursuant to CCHHS system rules, policies, procedures and provision of applicable Collective Bargaining Agreements

### **Other Responsibilities**

- 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
- Participating in the development and administration of policies and procedures on clinical and business operations
- Developing, implementing and evaluating strategy for the System's Ambulatory Services
- Supporting the Chief of Clinical Integration in the development and realization of overall objectives for a complex health care delivery system responsible for over 700,000 patient visits per year
- Building and developing 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
- Ensuring cost effective use of resources by monitoring budget/financial performance and resource management of the clinics
- Implementing the mission, vision and values of CCHHS, including the deliverance of high quality, patient focused health care in the ambulatory setting
- Leading annual development of the operational and capital budgets for Ambulatory Services
- Resolving problems related to staffing, utilization of facilities, equipment and supplies for the Clinics
- Analyzing and recommending changes in organizational systems, policies and procedures and ensuring their implementation
- Monitoring and reporting statistical information for timely management decisions and as required for federal, state and local agencies

### **Typical Duties (continued)**

- Responsible for CCHHS employee orientation and education program development, implementation and maintenance for Outpatient Services
- Working closely with nursing and medical staff leadership to organize care in a way that meets patient expectations and promotes staff engagement

### **Reporting Relationships**

- The Chief Operating Officer of Ambulatory Services reports to the Deputy Chief Executive Officer, Operations.

### **Required Minimum Qualifications**

- Graduate from an accredited college or university with a Master's degree in Business Administration (MBA), Master's in Healthcare Administration (MHA) or related Master's degree
- Ten (10 ) years of progressively responsible healthcare leadership experience as Chief Executive Officer, Chief Financial officer, Chief Nursing Officer, Chief Medical Officer, Chief Operating Officer or other Senior Leader with administrative experience over multiple departments
- Fifteen (15)+ years of operations experience, preferable in a fast-paced healthcare services business

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

- Manages 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
- 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, CCHHS personnel and the generic public
- Highly developed interpersonal skills
- Skilled in Microsoft Office Suites preferred

### **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.



### **Working Conditions and Physical Demands**

General office environment where work is generally sedentary in nature, but may require standing and walking for up to 60% of the time. Environment is fast paced and some stress may occur. Visual acumen and manual dexterity for working with computer and keyboards is required.

**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.**

Approval:

\_\_\_\_\_  
Dr. John Jay Shannon  
Chief Executive Officer

\_\_\_\_\_  
Date

Approval:

\_\_\_\_\_  
Gladys Lopez  
Chief Human Resources Officer

\_\_\_\_\_  
Date

# County of Cook

Human Resources  
750 S. Wolcott  
Room: G-50  
Chicago, IL 60612



Job Code: 8087  
Grade: 24  
FLSA: Exempt

## STANDARD JOB DESCRIPTION

### JOB TITLE

Chief Operating Officer, Correctional Health  
Services

### DEPARTMENT

Cermak Health Services

### Job Summary

Under general supervision of the Deputy Chief Executive Officer, Operations and in collaboration with the clinical and medical leadership of Cermak Health Services, and other members of the Cook County Health & Hospitals System (CCHHS) senior leadership team, plans, directs, facilitates, coordinates and administers all phases of the delivery of health care services at the Cook County Department of Corrections', implements and enforces the policies and procedures of the Cook County Board of Commissioners and participates in the formulation of policy and procedures, and performs other duties as required.

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

### Typical Duties

#### General Administrative Responsibilities

##### Management

- Contributes to the management of CCHHS staff and CHHS' systemic development and success
- Discusses and develops CCHHS system policies and procedures
- Consistently uses 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
- Works with Labor Relations to discern past practice when necessary

##### Supervision

- Directs and effectuates CCHHS management policies practices
- Accesses and proficiently navigates CCHHS records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements

## **Typical Duties (continued)**

### **Collective Bargaining**

- Reviews applicable Collective Bargaining Agreements and consults with Labor Relations to generate management proposals
- Participates in collective bargaining negotiations, caucus discussions and working meetings

### **Discipline**

- Documents, recommends and effectuates discipline at all levels
- Works closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements
- Initiates, authorizes and completes disciplinary action pursuant to CCHHS system rules, policies, procedures and provision of applicable Collective Bargaining Agreements

### **Other Responsibilities**

- Informs the Deputy CEO, Operations on all relevant issues and information regarding the delivery of health services at the Cook County Department of Corrections
- Implements and enforces all the Cook County Board resolutions regarding general administration, personnel, budget, and purchasing. Directs and coordinates the overall planning and administration of the health care services provided on the grounds of the Cook County Department of Corrections (CCDOC) and the Juvenile Temporary Detention Center (JTDC) complex
- Ensures there is continuing supervision of all Cermak employees. Interprets administrative policies, union contracts and regulation to employees and management staff. Investigates causes of disputes and grievances and implements corrective actions
- Confers with staff to formulate and establish policies and procedures relative to the delivery of the medical, psychiatric and dental health care services at the CCDOC
- Directs the daily operation of Cermak in the areas of health care delivery, purchasing and materials management, personnel administration, fiscal management, budget preparation and control, health care planning and systems development, and other administrative areas as requested
- Contributes to the development of a workplace Culture of Quality and Safety for patient, staff and visitors
- Represents management in grievances and discharge hearings of employees
- Provides a means of informing employees of hospital activities and administers policies by means of handbooks, and other communication tools, e.g. bulletin boards and other media
- Confers with the Executive Director of the Cook County Department of Corrections and his designees regarding the enforcement, formulation, or revision of policies and procedures affecting correctional administration as it pertains to the detainees' access to health care services and Cermak/CCDOC staff relationships
- Provides the administrative support necessary to enable quality health care services to be provided to all detainees, consistent with all rules and regulations under the jurisdiction of the Department of Justice and Department of Corrections, or other accreditation or oversight agency
- Participates in Bureau wide meetings and committees
- May appear before the CCHHS Board of Directors, or other governing bodies, and its subcommittees to provide pertinent information on Cermak issues or responds to questions or request for information
- Represent Cermak at various meetings, committees and conferences
- Ensures Department Heads participate in interdisciplinary collaboration activities

### **Reporting Relationships**

The Chief Operating Officer, Correctional Health Services reports to the Deputy Chief Executive Officer, Operations.

### **Required Minimum Qualifications**

- Master's Degree in Business, Hospital or Public Administration, Public Health, Business Administration or a related field
- Five (5) years of progressive supervisory or managerial experience, in health or hospital administration

### **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
- 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
- Proactively meets challenges and achieves solutions through collaboration. Promotes collaboration while working to achieve collective outcomes; is inclusive of peers and/or key stakeholders when making decisions that affect operations
- Maintains a commitment to quality and service in all aspects of his/her work, and strives for continuous organizational improvement
- Demonstrated success in operations improvement efforts, cost management initiatives, and health system development and management
- Experience working with physicians, nurses, technicians, and other clinicians
- Has a strong performance orientation and thinks strategically
- Establishes clear expectations, and continuously measures performance
- Maintains focus on priorities
- Has a highly organized, self-directed approach to work
- Follows through on commitments and manages expectations
- Is customer focus and delivers on commitments
- Is a dynamic, highly motivated, results-oriented individual who generates innovative and progressive ideas
- Operates well in a shared decision-making culture, and is successful in a fast-paced professional environment that requires the ability to handle multiple tasks and lend attention to detail
- Thinks critically, works efficiently, and acts responsibly in a collaborative environment with multiple work demands and short time frames
- Demonstrated ability to motivate and empower employees in an interdisciplinary fashion to achieve optimal health care outcomes in a cost efficient manner
- Is a systems thinker who looks for patterns, identifies problems or opportunities, and takes action
- Works effectively across functions and services
- Highly diversified work requiring significant mental effort and planning

### **Physical and Environmental Demands**

This position functions 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.

### **Working Conditions and Physical Demands**

General office environment where work is generally sedentary in nature, but may require standing and walking for up to 60% of the time. Environment is fast paced and some stress may occur. Visual acumen and manual dexterity for working with computer and keyboards is required.

**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.**

Approval:

\_\_\_\_\_  
Dr. John Jay Shannon  
Chief Executive Officer

\_\_\_\_\_  
Date

Approval:

\_\_\_\_\_  
Gladys Lopez  
Chief Human Resources Officer

\_\_\_\_\_  
Date

# County of Cook

Human Resources  
750 S. Wolcott  
Room: G-50  
Chicago, IL 60612



Job Code: 8017  
Grade: 24  
FLSA: Exempt

## STANDARD JOB DESCRIPTION

### JOB TITLE

Chief Operating Officer, Hospital Based Services

### DEPARTMENT

Administration

### Job Summary

Reporting to the Deputy Chief Executive Officer, Operations for the Cook County Health & Hospitals System (CCHHS), the Chief Operating Officer, Hospital Based Services is operationally responsible for Stroger Hospital. In addition, s/he will have oversight responsibility for Provident Hospital inpatient components. S/he will also have operational responsibility for designated hospital-based services including the ED, Operating Room and hospital-based diagnostic and therapeutic services.

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

### Typical Duties

#### General Administrative Responsibilities

##### Management

- Contributes to the management of CCHHS staff and CCHHS' systemic development and success
- Discusses and develops CCHHS system policies and procedures
- Consistently uses 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
- Works with Labor Relations to discern past practice when necessary

##### Supervision

- Directs and effectuates CCHHS management policies practices
- Accesses and proficiently navigates CCHHS records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements

##### Collective Bargaining

- Reviews applicable Collective Bargaining Agreements and consults with Labor Relations to generate management proposals
- Participates in collective bargaining negotiations, caucus discussions and working meetings

### **Typical Duties (continued)**

#### **Discipline**

- Documents, recommends and effectuates discipline at all levels
- Works closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements
- Initiates, authorizes and completes disciplinary action pursuant to CCHHS system rules, policies, procedures and provision of applicable Collective Bargaining Agreements

#### **Other Responsibilities**

- Day-to-day operations, achievement of long and short-term performance goals, and driving a culture focused on high quality health care and service excellence
- Participating in the development and administration of policies and procedures on clinical and business operations
- Developing, implementing and evaluating strategy for CCHHS
- Building and developing a bench of management talent by ensuring effective utilization of human resources and oversees integrated strategies to ensure quality results in the recruitment, selection, retention and development of the workforce
- Ensuring cost effective use of resources by monitoring budget/financial performance and resource management of the clinics
- Participating in the implementation of the mission of CCHHS, including the deliverance of high quality, patient focused health care
- Resolving problems related to staffing, utilization of facilities, equipment and supplies
- Analyzing and recommending changes in organizational systems, policies and procedures and ensures their implementation
- Performing data processing to analyze, monitor and report statistical information for timely management decisions and as required for federal, state and local agencies
- Participates with health system leadership in development of operational and capital budgets
- Participates in strategic planning for operational use of workforce, service lines and facilities.
- Works closely with the Chief Business Officer to assure a safe environment that promotes patient and staff well-being.

#### **Reporting Relationships**

The Chief Operating Officer, Hospital Based Services reports to the Deputy Chief Executive Officer, Operations.

#### **Required Minimum Qualifications**

- Graduate from an accredited college or university with a Master's degree in Business Administration (MBA), Master's in Healthcare Administration (MHA) or related Master's degree
- Ten (10 ) years of progressively responsible healthcare leadership experience as Chief Executive Officer, Chief Financial Officer, Chief Nursing Officer, Chief Medical Officer, Chief Operating Officer or other Senior Leader with administrative experience over multiple departments

### **Required Minimum Qualifications (continued)**

- Ten (10) years of operations experience, preferable in a fast-paced healthcare services business
- Seasoned healthcare executive with progressive leadership experience in hospital operations and demonstrated results in large, complex hospital or health system in a competitive market

### **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
- Experience in and appreciation for a very diverse cultural environment of patients and employees
- A demonstrated ability to build effective teams and to lead, mentor and develop management
- Ability to get to the details of operations but also to think and plan strategically
- A demonstrated track record of improving operations in a competitive environment with positive outcomes in quality, cost, productivity and patient, physician and employee satisfaction
- 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
- A strong customer service orientation and a track record of measurably improving customer service
- Comfortable with and preferably have experience working in a heavily unionized environment
- 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 creative problem solver who is energized by challenges and change and can conceive of solutions that are within the financial constraints of the organization
- Boundless energy and enthusiasm, but remains calm under pressure; must be able to succeed in a fast-paced, often ambiguous environment
- Experience working in an environment where there is close community and press scrutiny
- A strong sense of self and confidence; able to be composed in stressful situations
- Excellent conflict resolution and negotiation skills
- Excellent communication skills to prepare written materials and to correspond with administrative personnel, CCHHS personnel and the general public
- Highly developed interpersonal skills
- Skilled in Microsoft Office Suites preferred

### **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.



### **Working Conditions and Physical Demands**

General office environment where work is generally sedentary in nature, but may require standing and walking for up to 60% of the time. Environment is fast paced and some stress may occur. Visual acumen and manual dexterity for working with computer and keyboards is required.

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**For purposes of the American with Disabilities Act, "Typical Duties" are essential job functions.**

Approval:

\_\_\_\_\_  
Dr. John Jay Shannon  
Chief Executive Officer

\_\_\_\_\_  
Date

Approval:

\_\_\_\_\_  
Gladys Lopez  
Chief of Human Resources

\_\_\_\_\_  
Date

# County of Cook

Human Resources  
750 S. Wolcott  
Room: G-50  
Chicago, IL 60612



Job Code: 8018  
Grade: 24  
FLSA: Exempt

## STANDARD JOB DESCRIPTION

### JOB TITLE

Chief Operating Officer, Integrated Care Services

### DEPARTMENT

Administration

### Job Summary

The Chief Operating Officer, Integrated Care Services develops and maintains the annual Integrated Care Management Strategic plan that is consistent with the Cook County Health & Hospitals System (CCHHS) mission and vision and includes an approach to improve health status, health outcomes and access for populations served by CCHHS. Improvements for the patients served is accomplished through the development or enhancement of core competencies to support CCHHS' success in a rapidly changing external environment.

The Chief Operating Officer, Integrated Care Services collaborates with clinical leaders and key administrative staff to develop models of care that are patient centered and support efficient delivery models in multiple care settings throughout the system.

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

### Typical Duties

#### General Administrative Responsibilities

##### Management

- Contributes to the management of CCHHS staff and CCHHS' systemic development and success
- Discusses and develops CCHHS system policies and procedures
- Consistently uses 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
- Works with Labor Relations to discern past practice when necessary

##### Supervision

- Directs and effectuates CCHHS management policies practices
- Accesses and proficiently navigates CCHHS records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements

### **Typical Duties (continued)**

#### **Collective Bargaining**

- Reviews applicable Collective Bargaining Agreements and consults with Labor Relations to generate management proposals
- Participates in collective bargaining negotiations, caucus discussions and working meetings

#### **Discipline**

- Documents, recommends and effectuates discipline at all levels
- Works closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements
- Initiates, authorizes and completes disciplinary action pursuant to CCHHS system rules, policies, procedures and provision of applicable Collective Bargaining Agreements

### **Other Responsibilities**

- Reviews CCHHS agreements with managed care entities or other payers to identify opportunities for CCHHS. Provides recommendations regarding proposed contract's impact on CCHHS Integrated Care operations
- Builds teams and infrastructure to support the achievement of Integrated Care Management and Managed Care Coordination objectives
- System-wide responsibility for all aspects of case / care management
- Supports effective operations for departments included in scope of responsibility: Scheduling, Referrals, Utilization Review, Case Management, Discharge Planning, and Clinical Social Work
- Using knowledge of informatics and electronic medical record system configuration, develops approach to measuring program processes, staff performance and impact on CCHHS quality and cost experience
- Collaborates with Chief Strategy Officer to identify community-based partnerships to support care and reimbursement models
- Program development and care processes reflect best practices, evolving knowledge, accreditation requirements and applicable state and federal laws
- Defines departmental financial targets in alignment with those of CCHHS and assures the appropriate use of resources. Successfully manages budget variance
- Other duties as assigned

### **Reporting Relationships**

The Chief Operating Officer, Integrated Care Services reports to the Deputy Chief Executive Officer, Operations.

### **Required Minimum Qualifications**

- A clinical professional, including but not limited to a Licensed Clinical Social Worker, a Nurse or a Physician. Said individual must possess a valid Illinois License and any other required credentials for their respective position
- Master's degree in Nursing or clinical field

### **Required Minimum Qualifications (continued)**

- Ten (10) years of progressive responsibility in health care organizations
- Three (3) years of group practice experience in a leadership position
- Three (3) years of care / case management experience (hospital, outpatient or payer)

### **Preferred Qualifications**

- Five (5) years of case management experience
- Prior leadership experience at the Director of Vice President level
- Microsoft Office expertise (Excel, PowerPoint, Word, Outlook)

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

- Ability to work with multiple levels of staff to achieve effective care delivery
- Problem Solving
- Innovation
- Project management skills
- Ability to achieve established health system targets e.g. ALOS, preventive care performance, accreditation outcomes
- Demonstrated knowledge and skill in data preparation, analysis and presentation
- Ability to communicate clearly and precisely in large group or one-one settings
- Extensive knowledge in reimbursement methodology
- Knowledge and application of case management software systems, data organization, and Electronic Records to support data capture for card coordination, preventative health, and care management activities

### **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.

### **Working Conditions and Physical Demands**

Significant travel to out-patient sites and Cermak Health Services. This position may require standing and walking for up to 60% of the time. Environment is fast paced and some stress may occur. Visual acumen and manual dexterity for working with computer and keyboards is required.

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**For purposes of the American with Disabilities Act, “Typical Duties” are essential job functions.**

Approval:

\_\_\_\_\_  
Dr. John Jay Shannon  
Chief Executive Officer

\_\_\_\_\_  
Date

Approval:

\_\_\_\_\_  
Gladys Lopez  
Chief Human Resources Officer

\_\_\_\_\_  
Date

# County of Cook

Human Resources  
750 S. Wolcott  
Room: G-50  
Chicago, IL 60612



Job Code: 8019  
Grade: 24  
FLSA: Exempt

## STANDARD JOB DESCRIPTION

**JOB TITLE**  
Chief Quality Officer

**Department**  
Shared Services

### **Job Summary**

Responsible for direction, coordination, and oversight of quality improvement, patient safety, and performance improvement functions for all System Affiliates, including two hospitals, one of which is the John H. Stroger, Jr. Hospital of Cook County; an ambulatory and community health network comprised of multiple clinics; an infectious disease ambulatory center, a correctional healthcare facility, and the Cook County Department of Public Health. The mission of the System is to provide high quality, safe care to the residents of Cook County regardless of ability to pay.

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

### **Typical Duties**

#### **General Administrative Responsibilities**

##### Management

- Contributes to the management of CCHHS staff and CHHS' systemic development and success
- Discusses and develops CCHHS system policies and procedures
- Consistently uses 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
- Works with Labor Relations to discern past practice when necessary

##### Supervision

- Directs and effectuates CCHHS management policies practices
- Accesses and proficiently navigates CCHHS records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements

##### Collective Bargaining

- Reviews applicable Collective Bargaining Agreements and consults with Labor Relations to generate management proposals
- Participates in collective bargaining negotiations, caucus discussions and working meetings

### **Typical Duties (continued)**

#### **Discipline**

- Documents, recommends and effectuates discipline at all levels
- Works closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements
- Initiates, authorizes and completes disciplinary action pursuant to CCHHS system rules, policies, procedures and provision of applicable Collective Bargaining Agreements

### **Other Responsibilities**

Responsible for directing all quality management, performance improvement and patient safety activities including accreditation standards, regulatory requirements and organizational performance improvement. This professional will have a working relationship to the Clinical Leadership throughout CCHHS and specifically have responsibility for:

- Establishing and maintaining efficient and reliable mechanisms for monitoring, analysis and reporting of quality outcomes and clinical performance improvement initiatives, in alignment with regulatory standards and healthcare best practices for quality improvement and patient safety initiatives
- Providing a planned, efficient, system-wide approach to identifying, designing, measuring, prioritizing and monitoring all quality improvement and patient safety
- Collaborating with medical staff and operational leadership to develop and facilitate evidence-based quality and patient safety initiatives
- Reporting to Executive Leadership and the Quality Committee of the Board
- Supporting the CCHHS' Quality Performance Council
- Engaging staff at all levels as participants in a continual pursuit of improvement opportunities
- Providing leadership and focus on performance excellence for patient satisfaction and regulatory compliance
- Establishing appropriate reporting tools for clinical and medical staff services
- Preparing and interpreting reports, summaries and statistical data including system-wide performance improvement summaries to identify trends and make recommendations for improvement, including but not limited to sentinel events, Root Cause Analysis and Failure Modes and Effect Analysis (FMEA) processes
- Assuring a common standard of care and service throughout the System
- Coordinating system-wide accreditation readiness activities

### **Reporting Relationships**

The Chief Quality Officer reports to the Chief Executive Officer.

### **Required Minimum Qualifications**

- Graduation from an accredited college or university with a Master's degree in Healthcare Administration or other health related field
- Minimum of five (5) years of experience in progressively more responsible healthcare leadership positions

### **Required Minimum Qualifications (continued)**

- Experience in an academic or large teaching facility that incorporates both hospital and ambulatory sites
- Demonstrated knowledge of federal, state and local requirements

### **Preferred Qualifications**

- Experience in managing and working towards achieving quality related awards (i.e. Magnet, Baldrige, etc.).
- Ten years of experience in progressively more responsible healthcare leadership positions
- Certified Professional in Healthcare Quality (CPHQ) or Health Care Quality Management (HCQM)

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

- The ability to consistently support quality and patient safety by maintaining confidentiality, protecting the assets of the System, acting with ethics and integrity, reporting non-compliance, and adhering to applicable Federal and State laws and regulations, accreditation and licensure requirements and System policies and procedures
- Experience in directing/leading a quality improvement program in a multi-site health system or equivalent setting
- Demonstrated knowledge and experience with hospital regulatory and accreditation requirements
- Demonstrated experience in performance improvement techniques, leading and training in performance improvements
- Working knowledge and expertise with Root Cause Analysis development
- Excellent communication skills to prepare written materials and to correspond with administrative personnel, System personnel and the general public
- Highly developed interpersonal skills
- Skilled in Microsoft Office Suite

### **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.

### **Working Conditions and Physical Demands**

General office environment where work is generally sedentary in nature, but may require standing and walking for up to 60% of the time. Environment is fast paced and some stress may occur. Visual acumen and manual dexterity for working with computer and keyboards is required.



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.

Approval:

\_\_\_\_\_  
Dr. John Jay Shannon  
Chief Executive Officer

\_\_\_\_\_  
Date

Approval:

\_\_\_\_\_  
Gladys Lopez  
Chief Human Resources Officer

\_\_\_\_\_  
Date

# County of Cook

Human Resources  
750 S. Wolcott  
Room: G-50  
Chicago, IL 60612



Job Code: 8094  
Grade: 24  
FLSA: Exempt

## STANDARD JOB DESCRIPTION

**JOB TITLE**  
Chief Strategy Officer

**DEPARTMENT**  
Administration

### **Job Summary**

Under the direction of the Chief Executive Officer (CEO), the Chief Strategy Officer is responsible for developing and implementing key strategic initiatives within Cook County Health & Hospitals System (CCHHS) consistent with the CCHHS mission and strategic plan. This may include utilizing statistical analysis to support innovative projects, interpreting research to identify new services or transformation of services and recommending opportunities for improving access to care, quality of care and patient safety, patient satisfaction and cost efficiencies. The Chief Strategy officer will provide creative thinking and cultivate key business relationships.

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

### **Typical Duties**

#### **General Administrative Responsibilities**

##### Management

- Contributes to the management of CCHHS staff and CCHHS' systemic development and success
- Discusses and develops CCHHS system policies and procedures
- Consistently uses 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
- Works with Labor Relations to discern past practice when necessary

##### Supervision

- Directs and effectuates CCHHS management policies practices
- Accesses and proficiently navigates CCHHS records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements

##### Collective Bargaining

- Reviews applicable Collective Bargaining Agreements and consults with Labor Relations to generate management proposals
- Participates in collective bargaining negotiations, caucus discussions and working meetings

### **Typical Duties (continued)**

#### **Discipline**

- Documents, recommends and effectuates discipline at all levels
- Works closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements
- Initiates, authorizes and completes disciplinary action pursuant to CCHHS system rules, policies, procedures and provision of applicable Collective Bargaining Agreements

### **Other Responsibilities**

- Designs, plans and coordinates execution of key strategic initiatives for CCHHS consistent with CCHHS' mission and strategic plan upon endorsement of the CEO
- Incorporates best practices and processes for implementation of strategic initiatives with a focus on continuous improvement of access to care, quality of care and patient safety, patient satisfaction and cost efficiencies
- Establishes objectives, timeline and budget for strategic initiatives and monitors performance against the objectives, timeline and budget
- Identifies any performance issues with regard to specific strategic initiatives and partners with System Leadership to recommend and develop appropriate options for resolution
- Advises CCHHS CEO and System Leadership with regard to the priorities of strategic initiatives
- Coordinates accurate, effective and timely internal and external communication and messaging around CCHHS strategic initiatives
- Cultivates key business relationships
- Monitors changing System priorities and advises on adjustment of strategic initiatives accordingly
- Collaborates with the CCHHS leadership on implementation of specific strategic initiatives and in motivating staff to the specific strategic initiatives
- Performs other responsibilities associated with strategic planning within CCHHS as assigned by the CEO

### **Reporting Relationships**

The Chief Strategy Officer reports the Chief Executive Officer.

### **Required Minimum Qualifications**

- Bachelor's or advanced degree in Health Sciences or Health Administration, Business, Finance, Project Management, Government or Public Service
- Eight (8) years' experience in healthcare
- Prior experience in strategic planning

### **Preferred Qualifications**

- Master's Degree or other advanced degree in Health Sciences or Health Administration, Business, Finance, Project Management, Government or Public Service
- Previous government based healthcare system experience

### **Preferred Qualifications**

- Demonstrated success within a complex healthcare setting leading large scale strategic initiatives with proven results 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
- Significant knowledge of applicable Federal and State laws and regulations related to the healthcare industry
- Lean Six Sigma training/knowledge

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

- Strong project management and planning skills
- Strong analytical skills
- Ability to think creatively
- Results driven leadership and management skills; demonstrated success in leading through influence
- Strong interpersonal and organizational skills with multi-tasking capabilities
- Exceptional written and verbal communications skills
- Ability to effectively interface and communicate with a wide range of constituencies
- Knowledge of federal, state health standards as well as institutional regulations and guides as mandated by the County government
- Extensive knowledge of the patient centered medical home delivery model
- Demonstrated ability to problem solve and manage conflict effectively and in an objective manner
- Demonstrated ability to use sound judgment and make sound decisions

### **Physical and Environmental Demands**

This position functions 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.

### **Working Conditions and Physical Demands**

General office environment where work is generally sedentary in nature, but may require standing and walking for up to 60% of the time. Environment is fast paced and some stress may occur. Visual acumen and manual dexterity for working with computer and keyboards is required.

**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.**

Approval:

---

Dr. John Jay Shannon  
Chief Executive Officer

---

Date

Approval:

---

Gladys Lopez  
Chief Human Resources Officer

---

Date

# County of Cook

Human Resources  
750 S. Wolcott  
Room: G-50  
Chicago, IL 60612



Job Code: 8020  
Grade: 24  
FLSA: Exempt

## STANDARD JOB DESCRIPTION

**JOB TITLE**  
Clinical IT Operations Officer

**DEPARTMENT**  
Information Systems / Information Technology

### Job Summary

The Clinical IT Operations Officer is responsible for the support, development, and implementation of clinical information systems that assist providers in the delivery of safe, effective, and high quality patient care. They also serve as an advocate of management in promoting the use of information technology in a clinical setting for patients and providers.

This position is exempt from Career Service under CCHHS Personnel Rules.

### Typical Duties

#### General Administrative Responsibilities

##### Management

- Contributes to the management of CCHHS staff and CHHSS' systemic development and success
- Discusses and develops CCHHS system policies and procedures
- Consistently uses 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
- Works with Labor Relations to discern past practice when necessary

##### Supervision

- Directs and effectuates CCHHS management policies practices
- Accesses and proficiently navigates CCHHS records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements

##### Collective Bargaining

- Reviews applicable Collective Bargaining Agreements and consults with Labor Relations to generate management proposals
- Participates in collective bargaining negotiations, caucus discussions and working meetings

### **Typical Duties (continued)**

#### **Discipline**

- Documents, recommends and effectuates discipline at all levels
- Works closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements
- Initiates, authorizes and completes disciplinary action pursuant to CCHHS system rules, policies, procedures and provision of applicable Collective Bargaining Agreements

#### **Other Responsibilities**

- Serves on the IS Physician Advisory Committee in representing the needs and requirements of the physician community
- Serves as an advocate in promoting the use of information technology in the clinical setting, based on the strategic IT roadmap
- Ability to manage initiatives and interventions that cross organizational boundaries, enabling information exchange and knowledge development areas across the organization as a whole
- Direct Report to the System CIO, with dotted line to Ambulatory COO, to lead our knowledge management strategy
- Leads clinical advisory groups to provide broad-based input into the design of the clinical information systems to support excellence Inpatient care
- Engages patient care providers with varying roles, including physicians, nurse practitioners, Nursing staff, ancillary department personnel, and medical records professionals, to contribute to the development and use of the clinical information system
- Develops empathy and understanding of physician needs and builds relationships with physicians to gain support of clinical information technology initiatives
- Is highly responsive to users' needs, including training, to assure widespread acceptance and provider use of Cerner Millennium
- Reviews medical informatics trends, experiences and approaches, develops technical and application implementation strategies and assists in the development of strategic plans for Cerner Millennium that support excellence in patient care and research
- Works in concert with Cerner Millennium Support to design and implement systems, including Data extraction needs, to support patient care and research activities
- Leads design of clinical pathway models with physician, nursing and administrative leadership; assist in modification of these models to gain maximum efficacy and support for patient care
- Leads development of clinical "rules" supporting patient care and protocol research, as well as the design of clinical system features supporting protocol management and the use of the system to leverage the providers' time and maximize communication with affiliates and referring physicians
- Serves as a member of the IT Steering Committee and other teams and committees assigned
- Coordinates with the Chief Medical Officer, Quality Council, Clinical Leadership Team, and other areas on the development of Cerner Millennium as a quality-reporting tool
- Leads development and deployment of solutions that cluster information in disease episodic categories for bench marking, clinical severity, and variance analysis
- Designs and evaluates collection of data for clinical purposes, including tracking and interpretation of outcomes (partnership in developing and refining the data strategy)

### **Typical Duties (continued)**

- Collaborates with data sources and users to standardize reporting for quality improvement
- Represents the organization in strategizing for community and national medical informatics initiatives

### **Reporting Relationships**

The Clinical IT Operations Officer reports to the Chief Information Officer - CCHHS.

### **Required Minimum Qualifications**

- Valid medical license in the State of Illinois
- Seven (7) years' healthcare experience in managing the design, development, implementation, operation and maintenance of large and complex information systems in a large, multi-service public and private- sector organization (non-healthcare)
- Active Involvement in at least one major informatics intervention (such as deployment of an Electronic Medical Record system) to improve care quality within the last three years
- Change management experience related to the planning and delivery of work in a clinical setting
- A positive change agent who is committed to patient care as a priority, and who can work effectively in creating direction and influence to achieve results
- Knowledge of clinical work flow in both inpatient and outpatient settings
- Five (5) years' supervisory / management experience of a team
- Demonstrates knowledge of evidence based medicine and clinical decision support tools in HIT

### **Preferred Qualifications**

- Ten (10) years of direct management of a Clinical IT Operations/Department with substantial revenue cycle and Siemens software experience
- Master's degree in risk, governance and patient safety or equivalent

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

The successful candidate will possess a wide range of needed personality traits, work habits and social skills necessary to perform effectively within the organization. This individual will possess both personal and professional integrity, strong communication skills and a professional appearance and presentation. Specifically, the following knowledge, skills and abilities will be required to be successful in this position:

- An understanding of major trends in health care.
- Ability to present and operate at Board level.
- Honest and a highly ethical team leader and player.
- Resilient: able to cope with difficult interpersonal situations, competing demands and tight timelines.
- Successful influencer and negotiator: able to persuade clinicians, teams, departments to engage with, implement and adopt change to achieve successful outcomes.
- Ability to and experience in motivating and attaining physician engagement in IT. Serves as a constructive change agent, motivator, and educator.



### **Knowledge, Skills, Abilities and Other Characteristics (continued)**

- Respect and credibility from/with the medical staff.
- Strong people management and leadership skills: ability to communicate and work well with people at all levels.
- High level presentation skills: able to confidently present information publicly using a variety of media in different settings in both 1:1 settings and to large gatherings of clinical professionals (conferences, workshops, town halls, etc.)
- Technical skills: competent in the use of ICT and a good level of understanding of professional informatics standards and best practice.
- An extremely organized, disciplined, hands-on and process-oriented leader who is not afraid of digging into details when necessary.
- Open leadership style: actively seeks out and supports collaborative thinking and problem solving with others in the organization.
- Problem-solves and approaches work from a "return on investment" perspective.
- Knowledgeable of how decisions impact all aspects of the business.
- Approaches his/her work as an interconnected system. Ability to understand major objectives and break them down into meaningful action steps.
- Has the philosophy that IT is a strategy. Belief and enthusiasm in use of HIT to improve the delivery of care.
- Maintains a working knowledge of applicable National, State, and local laws and regulations, JACHO, NCQA and other regulatory requirements affective the medical and health staff.
- Demonstrates respect and sensitivity for cultural diversity and working with employees, co-workers, patients, clients of diverse backgrounds
- Strong interpersonal skills necessary for interfacing with management at all levels of the organization, building relationships within CCHHS and with external agencies
- Excellent communication skills
- Strong writing skills with a demonstrated ability to prepare written material for internal or external use
- Analytical skills; problem-solving skills
- Strong decision making skills; ability to discern and selectively communicate critical information
- Attention to detail
- Work to deadlines
- Flexibility and adaptability in performing work duties
- Strong project management skills
- Ability work well under pressure
- Conflict management skills
- Ability to prepare departmental budgets
- Ability to analyze data and provide recommendations
- Ability to work independently through the completion of projects and assignments
- Strong organizational skills

### **Physical and Environmental Demands**

This position functions 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.

### **Working Conditions and Physical Demands**

General office environment where work is generally sedentary in nature, but may require standing and walking for up to 60% of the time. Environment is fast paced and some stress may occur. Visual acumen and manual dexterity for working with computer and keyboards is required.

**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.**

Approval:

\_\_\_\_\_  
Donna Hart  
Chief Information Officer - CCHHS

\_\_\_\_\_  
Date

Approval:

\_\_\_\_\_  
Gladys Lopez  
Chief Human Resources Officer

\_\_\_\_\_  
Date

# County of Cook

Human Resources  
750 S. Wolcott  
Room: G-50  
Chicago, IL 60612



Job Code: 8021  
Grade: 24  
FLSA: Exempt

## STANDARD JOB DESCRIPTION

**JOB TITLE**  
**Compliance Counsel**

**DEPARTMENT**  
**Compliance**

### **Job Summary**

The Compliance Counsel reflects the mission and vision of Cook County Health & Hospitals System (CCHHS) adheres to the organization's Code of Conduct and Corporate Compliance Program, and complies with all relevant policies, procedures, guidelines and all other regulatory and accreditation standards.

The Compliance Officer will report to and work closely with the Chief Compliance Officer. Provides advice, guidance, and assistance to CCHHS Corporate Compliance.

This position is exempt from Career Service under CCHHS Personnel Rules.

### **Typical Duties**

#### **General Administrative Responsibilities**

##### Management

- Contributes to the management of CCHHS staff and CHHSS' systemic development and success
- Discusses and develops CCHHS system policies and procedures
- Consistently uses 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
- Works with Labor Relations to discern past practice when necessary

##### Supervision

- Directs and effectuates CCHHS management policies practices
- Accesses and proficiently navigates CCHHS records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements

##### Collective Bargaining

- Reviews applicable Collective Bargaining Agreements and consults with Labor Relations to generate management proposals
- Participates in collective bargaining negotiations, caucus discussions and working meetings

### **Typical Duties (continued)**

#### **Discipline**

- Documents, recommends and effectuates discipline at all levels
- Works closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements
- Initiates, authorizes and completes disciplinary action pursuant to CCHHS system rules, policies, procedures and provision of applicable Collective Bargaining Agreements

#### **Other Responsibilities**

- Serves in a leadership capacity to guide the system-wide compliance program in regulatory matters in conjunction with the Chief Compliance Officer
- Provides advice and assistance to the CCHHS Compliance Program as requested, through the interpretation of new and emerging healthcare compliance guidance, laws, and regulations. Communicates relevant information to the Chief Compliance Officer and the CCHHS Compliance team
- Partners with the Compliance Officer to review and synchronize system-wide compliance program materials and messaging to present a uniform approach while adhering to regulatory requirements
- Assesses, evaluates, implements, maintains, and updates CCHHS compliance policies and procedures
- Establishes a structured process for regulatory review, monitoring, and dissemination of information. Modifies policies, procedures, and projects to reflect changes in laws and regulations
- Performs system-wide interviews with all key personnel to validate compliance with established policies and procedures and applicable regulations in conjunction with other personnel, as deemed necessary
- Prepares and analyzes a narrative description of the process or function under review in order to evaluate potential strengths and weaknesses and to determine the adequacy of the overall system to ensure compliance, as deemed necessary
- Develop reports upon completion of each compliance review, which details recommendations designed to correct any potential weaknesses or areas of non-compliance discovered during the review
- Perform compliance interviews and investigate reports of alleged non-compliance to determine the validity, nature and scope of the report in conjunction with the designated team members, as identified by the Chief Corporate Compliance Officer
- Collaborates with operational areas to remediate concerns through action plans to correct potential weaknesses and assure ongoing compliance
- Develop Compliance Reports during the course of the investigation and subsequent to the completion of the investigation under the auspices of the Chief Corporate Compliance Officer, and Legal Counsel if deemed necessary
- Maintains highest levels of confidentiality regarding all departmental operations – in communication both verbal and written and with the use of technology

#### **Additional Functions**

- Ability to prioritize work with minimal supervision and use time effectively. Requires high degree of follow-through despite frequent interruptions. Possess ability to work in a fast-paced environment, which requires handling multiple tasks at once

### **Reporting Relationships**

The Compliance Counsel reports to the Chief Corporate Compliance & Privacy Officer.

### **Required Minimum Qualifications**

- Graduation from an accredited School of Law with a Juris Doctorate (JD) degree
- A current and active license (in good standing) to practice law in the State of Illinois
- Five (5) years' of experience in giving legal counsel and representation to health entities and/or health care providers

### **Preferred Qualifications**

- Experience working with healthcare corporate compliance laws and regulations, including privacy and security regulations

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

- Strong interpersonal skills: for building relationships with internal clients at all levels of the organization
- Demonstrate respect and sensitivity for cultural diversity, gender differences, and sexual orientation of patients and coworkers
- Excellent written and verbal communication skills
- Detail oriented
- Flexibility and adaptability in performing work duties, managing multiple and competing priorities and coordinating diversified efforts
- Strong knowledge of Microsoft Office Suite
- Ability to travel to and from any CCHHS entity, including the Ambulatory Clinics and Cook County entities / offices

### **Physical and Environmental Demands**

This position functions 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.

### **Working Conditions and Physical Demands**

General office environment where work is generally sedentary in nature, but may require standing and walking for up to 60% of the time. Environment is fast paced and some stress may occur. Visual acumen and manual dexterity for working with computer and keyboards is required.

**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.

Approval:

\_\_\_\_\_  
Cathy Bodnar  
Chief Corporate Compliance & Privacy Officer

\_\_\_\_\_  
Date

Approval:

\_\_\_\_\_  
Gladys Lopez  
Chief Human Resources Officer

\_\_\_\_\_  
Date

# County of Cook

Human Resources  
750 S. Wolcott  
Room: G-50  
Chicago, IL 60612



Job Code: 8022  
Grade: 24  
FLSA: Exempt

## STANDARD JOB DESCRIPTION

**JOB TITLE**  
**Compliance Officer**

**DEPARTMENT**  
**Compliance**

### **Job Summary**

The Compliance Officer reflects the mission and vision of Cook County Health & Hospitals System (CCHHS) adheres to the organization's Code of Conduct and Corporate Compliance Program, and complies with all relevant policies, procedures, guidelines and all other regulatory and accreditation standards.

The Compliance Officer is responsible for the ongoing development, implementation, maintenance, and evolution of the CCHHS compliance program and all related compliance activities. This includes, but is not limited to, the development and subsequent assessment of comprehensive policies and procedures, protocols, compliance training, and internal investigations.

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

### **Typical Duties**

#### **General Administrative Responsibilities**

##### **Management**

- Contributes to the management of CCHHS staff and CHHSS' systemic development and success
- Discusses and develops CCHHS system policies and procedures
- Consistently uses 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
- Works with Labor Relations to discern past practice when necessary

##### **Supervision**

- Directs and effectuates CCHHS management policies practices
- Accesses and proficiently navigates CCHHS records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements

## **Typical Duties (continued)**

### **Collective Bargaining**

- Reviews applicable Collective Bargaining Agreements and consults with Labor Relations to generate management proposals
- Participates in collective bargaining negotiations, caucus discussions and working meetings

### **Discipline**

- Documents, recommends and effectuates discipline at all levels
- Works closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements
- Initiates, authorizes and completes disciplinary action pursuant to CCHHS system rules, policies, procedures and provision of applicable Collective Bargaining Agreements

## **Other Responsibilities**

### *Fundamental job duties for which this position is accountable*

- Serves in a leadership capacity to develop the system-wide compliance program in conjunction with the Chief Compliance Officer
- Collaborates with operational leadership to facilitate operational ownership of compliance
- Synchronizes system-wide compliance program materials and messaging to present a uniform approach
- Oversees, directs, delivers, or ensures delivery of compliance training, both global and specialty, for employees, physicians, volunteers, students, vendors, and consultants
- Assesses, evaluates, implements, maintains, and updates CCHHS compliance policies and procedures
- Establishes a structured process for regulatory review, monitoring, and dissemination of information. Modifies policies, procedures, and projects to reflect changes in laws and regulations
- Develops and coordinates compliance projects with CCHHS system entities as delineated in the Compliance Program Annual Work Plan and perform prospective reviews in conjunction other personnel as deemed necessary, and as determined by the Chief Corporate Compliance & Privacy Officer
- Performs system-wide interviews with all key personnel to validate compliance with established policies and procedures and applicable regulations in conjunction with other personnel, as deemed necessary
- Prepares and analyzes a narrative description of the process or function under review in order to evaluate potential strengths and weaknesses and to determine the adequacy of the overall system to ensure compliance, as deemed necessary
- Develop reports upon completion of each compliance review, which details recommendations designed to correct any potential weaknesses or areas of non-compliance discovered during the review
- Perform Follow-Up reviews as generated by the Compliance Program Work Plan to ensure action plans have been adequately implemented



### **Typical Duties (continued)**

- Assure that Compliance Program reports are produced for the Chief Executive Officer, Board of Directors, and/ or the Audit and Compliance Committee of the Board of Directors, as directed by the Chief Corporate Compliance Officer
- Establishes and administers a process for receiving, documenting, tracking, investigating, and taking action on all compliance concerns
- Perform compliance interviews and investigate reports of alleged non-compliance to determine the validity, nature and scope of the report in conjunction with the designated team members, as identified by the Chief Corporate Compliance & Privacy Officer
- Collaborates with operational areas to remediate concerns through action plans to correct potential weaknesses and assure ongoing compliance
- Develop Compliance Reports during the course of the investigation and subsequent to the completion of the investigation under the auspices of the Chief Corporate Compliance & Privacy Officer, and Legal Counsel if deemed necessary
- Maintains highest levels of confidentiality regarding all departmental operations – in communication both verbal and written and with the use of technology

### **Additional Functions**

- Ability to prioritize work with minimal supervision and use time effectively. Requires high degree of follow-through despite frequent interruptions
- Possess ability to work in a fast-paced environment, which requires handling multiple tasks at once

### **Reporting Relationships**

The Compliance Officer reports to the Chief Corporate Compliance & Privacy Officer.

### **Required Minimum Qualifications**

- Master's Degree in Healthcare, Business, Education, or related field
- Three (3) years of conducting complex healthcare analysis and investigations
- Leadership competencies to include planning and organizing, problem solving, informing, consulting, supporting, and networking
- Knowledge of coding/utilization, billing, medical records, review/analysis, and documentation

### **Preferred Qualifications**

- Juris Doctor (J.D.)
- Professional Registration/Certification as a RN or other clinical healthcare credentials, current & active, including but not limited to RHIA, CPA, CFE, or CHC. (Must obtain CHC credentials within 6-months of hire)
- Five+ (5+) years recent managerial/supervisory experience in a hospital or a large multi-specialty clinic setting with experience in the areas of compliance, audit, risk, quality and/or legal

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

- Project Management experience and exceptional organizational skills
- Extensive Report Development experience & Policy & Procedure development experience
- Knowledge of Health Care Regulatory standards
- Excellent Analytical, Written, & Oral Communications skills
- Experience in Public Speaking and Business Presentations
- Highly developed software application skills – MS Office Access, Excel, PowerPoint, and Word
- Behavioral commitment to quality work and customer service philosophy
- Strong communication skills – written and verbal; skilled in partnership development and conflict resolution
- Strong knowledge of Microsoft Office Suite
- Ability to travel to and from any CCHHS entity, including the Ambulatory Clinics and Cook County entities / offices

### **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.

### **Working Conditions and Physical Demands**

General office environment where work is generally sedentary in nature, but may require standing and walking for up to 60% of the time. Environment is fast paced and some stress may occur. Visual acumen and manual dexterity for working with computer and keyboards is required.

**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.**

Approval:

\_\_\_\_\_  
Cathy Bodnar  
Chief Corporate Compliance & Privacy Officer

\_\_\_\_\_  
Date

Approval:

\_\_\_\_\_  
Gladys Lopez  
Chief Human Resources Officer

\_\_\_\_\_  
Date

# County of Cook

Human Resources  
750 S. Wolcott  
Room: G-50  
Chicago, IL 60612



Job Code: 8024  
Grade: 24  
FLSA: Exempt

## STANDARD JOB DESCRIPTION

**JOB TITLE**  
**Deputy Chief Executive Officer,  
Finance & Strategy**

**DEPARTMENT**  
**Administration**

### Job Summary

Under the direction of the Chief Executive Officer (CEO), the Deputy Chief Executive Officer of Finance and Strategy is generally responsible for: providing oversight and control over all financial activities of the Cook County Health and Hospitals System (CCHHS) including the protection of assets, revenue cycle, reimbursement and financial planning and reporting for the financial needs of CCHHS; developing and implementing key strategic initiatives within CCHHS consistent with the CCHHS mission and strategic plan; providing creative thinking and cultivating key business relationships; overseeing communication of the financial performance and strategic initiatives of CCHHS to the CCHHS Board, Executive Management, and Cook County Commissioners; and directing the provision of essential non-clinical services to support CCHHS business units.

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

### Typical Duties

#### General Administrative Responsibilities

##### Management

- Contributes to the management of CCHHS staff and CCHHS' systemic development and success
- Discusses and develops CCHHS system policies and procedures
- Consistently uses 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
- Works with Labor Relations to discern past practice when necessary

##### Supervision

- Directs and effectuates CCHHS management policies practices
- Accesses and proficiently navigates CCHHS records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements

## **Typical Duties (continued)**

### **Collective Bargaining**

- Reviews applicable Collective Bargaining Agreements and consults with Labor Relations to generate management proposals
- Participates in collective bargaining negotiations, caucus discussions and working meetings

### **Discipline**

- Documents, recommends and effectuates discipline at all levels
- Works closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements
- Initiates, authorizes and completes disciplinary action pursuant to CCHHS system rules, policies, procedures and provision of applicable Collective Bargaining Agreements

### **Other Responsibilities**

- At the request of the CCHHS CEO, represents CCHHS at CCHHS Board meetings and attends meetings of the Cook County Board of Commissioners when CEO is unavailable
- Guides the preparation of budgets and financial plans and supports the CEO in implementing the approved financial plans
- Supports the CEO in continuing to position CCHHS as a credible steward of public funds within other civic and community venues, appearing in front of civic, business and community forums to inform other leaders of our strategic initiatives and prudent fiscal management
- Cultivates key business relationships
- Supports the CEO in implementing the CCHHS Strategic Plan by designing, planning and coordinating the execution of key strategic initiatives for CCHHS consistent with the CCHHS mission and strategic plan
- Supports the CEO in incorporating best practices and in establishing objectives, timelines, budgets and processes for implementation of strategic initiatives with a focus on continuous improvement of access to care, quality of care, patient safety, patient satisfaction and cost efficiencies
- Builds the cross-functional relationships needed for strategic leadership
- Creates a culture of service and excellence to provide the highest quality of healthcare to the patients of CCHHS
- Develops an effective leadership team and creates a culture where succession planning is in place for all senior positions
- Creates an environment that values and seeks excellence
- Advocates for CCHHS in all facets of policy formulation and implementation at the local, State and Federal levels

### **Typical Duties (continued)**

- Oversees and guides the Chief Financial Officer, Chief of Human Resources, Executive Director of Managed Care/CountyCare, Chief Information Officer, Executive Director of Supply Chain Management, Director of Decision Support, and Director of Project Management and Operational Excellence in performing their leadership duties, which duties include, but are not limited to:
  - Developing and maintaining an organizational environment for attracting and retaining resources and personnel, facilitating professional development and career progression of employees and working to build union relationships to enable CCHHS to achieve its goals and to create a synergistic, multi-site, integrated healthcare system
  - Managing financial reporting and control, financial planning, revenue cycle management, and the annual budget process
  - Ensuring the integrity of collected data to enhance management information and analysis
  - Working collaboratively with clinical and non-clinical directors and the Finance and Information Technology departments to meet management information needs
  - Collaborating with internal business partners to identify requirements, ensuring the adherence to business processes and procedures, and developing sourcing solutions by providing category expertise, market conditions, industry trends, product knowledge, benchmarking, and emerging supply options
- Performs other duties as assigned by the CEO

### **Reporting Relationships**

The Deputy Chief Executive Officer of Finance & Strategy reports to the Chief Executive Officer.

### **Required Minimum Qualifications**

- Graduation from an accredited college or university with a Bachelor's degree
- Seven (7) years of business or administrative work experience in health care, business, public health administration or related field
- Five (5) years of management experience
- Prior knowledge or experience in one or more of the following activities: the analysis of financial data, accounting, insurance, financial / accounting systems, internal controls, complex budgetary and audit processes including financial reporting, strategic planning, etc.

### **Preferred Qualifications**

- A Master's or advanced degree from an accredited college or university
- Ten (10) years of management experience within the health care industry
- 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
- Ability to communicate effectively with agencies, consumers and the public
- Previous public healthcare system experience
- Experience with a unionized workforce

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

- Ability to balance competing priorities and agendas
- Effective communication skills
- Strong analytical skills
- Ability to use sound judgment and make sound decisions
- Effective interpersonal and negotiating skills
- Strong delegation skills and the ability to hold subordinates accountable
- Credibility and high integrity
- Ability to build effective teams and to lead, mentor and develop management
- Ability to work with health system governing body, community organizations, and the media
- Creative problem solver, who can manage conflict effectively and in an objective manner, is energized by challenges and change and can conceive of solutions that are within the financial constraints of the organization
- Strong project management and strategic planning skills
- Ability to promote and/or recruit C-level professionals
- Knowledge of applicable Federal, State and local laws and regulations related to the healthcare industry
- Skill in managing a revenue cycle program to maximize revenue enhancement and collection, and the ability to ensure integrity of collected data to enhance management information and analysis
- Skill in overseeing an annual budget process and the strategic planning implementation process
- Ability to provide financial decision making information including operational and financial benchmarking, cost analysis and planning support

### **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.

### **Working Conditions and Physical Demands**

General office environment where work is generally sedentary in nature, but may require standing and walking for up to 60% of the time. Environment is fast paced and some stress may occur. Visual acumen and manual dexterity for working with computer and keyboards is required.

**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.**

Approval:

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Dr. John Jay Shannon  
Chief Executive Officer

---

Date

Approval:

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Gladys Lopez  
Chief Human Resources Officer

---

Date

# County of Cook

Human Resources  
750 S. Wolcott  
Room: G-50  
Chicago, IL 60612



Job Code: 8025  
Grade: 24  
FLSA: Exempt

## STANDARD JOB DESCRIPTION

**JOB TITLE**  
**Deputy Chief Executive Officer,  
Operations**

**DEPARTMENT**  
**Administration**

### Job Summary

Under the direction of the Chief Executive Officer (CEO), the Deputy Chief Executive Officer of Operations is generally responsible for: representing the organization to achieve an effective, highly integrated system of primary care, specialty care, acute care, including behavioral health; setting standards for system-wide delivery of high quality care and operational excellence; overseeing inpatient and ambulatory services; directing the provision of non-clinical services that support the delivery and quality of clinical services; and collaborating with clinical leaders and key administrative staff to develop models of care that are patient centered and support efficient delivery models in multiple care settings throughout CCHHS.

This position is exempt from Career Service under CCHHS Personnel Rules.

### Typical Duties

#### General Administrative Responsibilities

##### Management

- Contributes to the management of CCHHS staff and CHHS' systemic development and success
- Discusses and develops CCHHS system policies and procedures
- Consistently uses 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
- Works with Labor Relations to discern past practice when necessary

##### Supervision

- Directs and effectuates CCHHS management policies practices
- Accesses and proficiently navigates CCHHS records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements



### **Typical Duties (continued)**

#### **Collective Bargaining**

- Reviews applicable Collective Bargaining Agreements and consults with Labor Relations to generate management proposals
- Participates in collective bargaining negotiations, caucus discussions and working meetings

#### **Discipline**

- Documents, recommends and effectuates discipline at all levels
- Works closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements
- Initiates, authorizes and completes disciplinary action pursuant to CCHHS system rules, policies, procedures and provision of applicable Collective Bargaining Agreements

#### **Other Responsibilities**

- Oversees the operations and management of CCHHS, consistent with the budgets and financial plans to ensure the continued delivery of quality, safe patient care.
- Develops and monitors annual budgets to ensure business units reporting to this position have the necessary resources to carry out their goals and objectives within the CCHHS budgetary guidelines and timetables.
- Builds upon CCHHS centers of excellence as well as identifying other opportunities where CCHHS patient care, teaching and research programs may be leveraged to achieve increased visibility and capacity for CCHHS.
- Works with executive leadership, the CCHHS Board, the Cook County Board, medical staff and other staff to ensure that systems are in place to continuously assess and improve the quality of care to meet or exceed all pertinent regulatory and accreditation bodies and related regulations (e.g. Illinois Department of Human Services, Medicare, OSHA, HIPAA, CLIA, The Joint Commission, etc.) and improve patient satisfaction through the services provided.
- Represents operational interests on assigned internal and external committees, task forces, commissions and agencies or involving promotional or public relations efforts.
- Develops an effective leadership team and puts succession planning in place for all senior positions.
- Creates an environment that values and seeks excellence.
- Advocates for CCHHS in all facets of policy formulation and implementation at the local, State and Federal levels.
- Oversees and guides the Chief Operating Officer, Hospital-Based Services, Chief Operating Officer, Ambulatory Services the Chief Operating Officer, Integrated Care Services and the Chief Operating Officer, Correctional Health Services in performing their leadership duties, which duties include, but are not limited to:
  - Managing the day-to-day operations of CCHHS inpatient and outpatient facilities
  - Managing and coordinating all aspects of patient case and care management
  - Achieving long and short-term performance goals and driving a culture focused on high quality health care and service excellence
  - Ensuring program development and care processes reflect best practices, evolving knowledge, accreditation requirements and applicable local, state and federal laws

### **Typical Duties (continued)**

- Participating with health system leadership in development of operational and capital budgets and strategic planning for operational use of workforce, service lines and facilities
- Ensuring cost effective use of resources by monitoring budget/financial performance and resource management of the hospitals and clinics
- Resolving problems related to staffing, utilization of facilities, equipment and supplies
- Reviewing CCHHS agreements with managed care entities or other payers to identify opportunities for CCHHS as a provider and providing recommendations regarding a proposed contract's impact on CCHHS integrated care operations
- Directing the activities of certain shared services including, but not limited to: safety and security, buildings and grounds, hospitality services and patient experience and satisfaction
- Performs other duties as assigned by the CEO

### **Reporting Relationships**

The Deputy Chief Executive Officer of Operations reports to the Chief Executive Officer.

### **Required Minimum Qualifications**

- Graduation from an accredited college or university with a Bachelor's degree
- Seven (7) years of business or administrative work experience in health care, business, public health administration or a related field
- Five (5) years of management experience in the health care field, including hospital administration experience

### **Preferred Qualifications**

- A Master's degree from an accredited college or university
- Ten (10) years of management experience within the health care industry
- 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
- Previous public healthcare system experience
- Experience with a unionized workforce

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

- Ability to balance competing priorities and agendas
- Effective communication skills
- Strong analytical skills
- Ability to communicate effectively with agencies, consumers and the public
- Ability to use sound judgment and make sound decisions
- Effective interpersonal and negotiating skills

### **Knowledge, Skills, Abilities and Other Characteristics (continued)**

- Strong delegation skills and the ability to hold subordinates accountable
- Credibility and high integrity
- Ability to build effective teams and to lead, mentor and develop management
- Ability to work with health system governing body, community organizations, and the media
- Creative problem solver, who can manage conflict effectively and in an objective manner, is energized by challenges and change and can conceive of solutions that are within the financial constraints of the organization
- Strong project management and strategic planning skills
- Ability to promote and/or recruit C-level professionals
- Knowledge of applicable Federal, State and local laws and regulations related to the healthcare industry
- Ability to manage and promote good relationships by establishing and furthering relationships with key physicians and medical staff, community organizations, healthcare organizations, and other health related professionals
- Ability to improve operations in a competitive environment with positive outcomes in quality, cost, productivity and patient, physician and employee satisfaction
- Strong customer service philosophy with a continuous goal of improving customer service
- Ability to work with multiple levels of staff to achieve effective care delivery

### **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.

### **Working Conditions and Physical Demands**

General office environment where work is generally sedentary in nature, but may require standing and walking for up to 60% of the time. Environment is fast paced and some stress may occur. Visual acumen and manual dexterity for working with computer and keyboards is required.

**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.**

Approval:

\_\_\_\_\_  
Dr. John Jay Shannon  
Chief Executive Officer

\_\_\_\_\_  
Date

Approval:

\_\_\_\_\_  
Gladys Lopez  
Chief Human Resources Officer

\_\_\_\_\_  
Date

# County of Cook

Human Resources  
750 S. Wolcott  
Room: G-50  
Chicago, IL 60612



Job Code: 8026  
Grade: 24  
FLSA: Exempt

## STANDARD JOB DESCRIPTION

**JOB TITLE**  
**Deputy Chief of Human Resources**

**Department**  
**Human Resources**

### **Job Summary**

The Deputy Chief of Human Resources is responsible for addressing issues, organizational operations and day to day management of Human Resources operations providing leadership of the Human Resource function for Cook County Health & Hospitals System (CCHHS). Will coordinate the efforts of management and consult regularly and in a confidential manner with the Chief Human Resources Officer (CHRO) to formulate organizational policies, departmental policies and review and evaluate staff efforts. Will plan propose, and develop needed policies, projects and programs in connection with the automation of transactional matters. Assumes primary responsibility for special projects and assignments as necessary as well as management and oversight of the CCHHS Employment Plan including implementation and training and working closely with CCHHS' Employment Plan Officer. Exercises authority and discretion in the oversight of other areas of the office as circumstances require or as directed by the Chief Human Resources Officer. Represents the CCHHS Department of Human Resources and/or CHRO with Senior Leadership to discuss policies and procedures relative to Human Resource operations as well as the hiring and processing of Direct Appointment positions. Finalizes and signs off on a variety of personnel actions requiring the approval of the CHRO; keeps the CHRO apprised of matters requiring his or her attention.

The Deputy Chief will also provide daily direction to Affiliate HR leadership. This position is responsible for strategic planning and the delivery of effective HR services for CCHHS, John H. Stroger Hospital, and all Affiliates including Provident Hospital, the Ambulatory and Community Healthcare Network (ACHN), the CORE Center, Cermak Health Services, and the Cook County Department of Public Health. In addition, the Deputy Chief is responsible for ensuring compliance with items specified by the Joint Commission. This position requires a focus on providing exemplary customer service to all stakeholders in the hiring process.

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

### **Typical Duties**

#### **General Administrative Responsibilities**

##### **Management**

- Contributes to the management of CCHHS staff and CHHSS' systemic development and success
- Discusses and develops CCHHS system policies and procedures

### **Typical Duties (continued)**

- Consistently uses 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
- Works with Labor Relations to discern past practice when necessary

#### **Supervision**

- Directs and effectuates CCHHS management policies practices
- Accesses and proficiently navigates CCHHS records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements

#### **Collective Bargaining**

- Reviews applicable Collective Bargaining Agreements and consults with Labor Relations to generate management proposals
- Participates in collective bargaining negotiations, caucus discussions and working meetings

#### **Discipline**

- Documents, recommends and effectuates discipline at all levels
- Works closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements
- Initiates, authorizes and completes disciplinary action pursuant to CCHHS system rules, policies, procedures and provision of applicable Collective Bargaining Agreements

### **Other Responsibilities**

- Consults regularly with the CHR to discuss, plan, develop and implement programs for the improvement of personnel effective as it pertains to maintenance and management of CCHHS' human resources capacity and CCHHS' human capital
- Collaborates with management and various Cook County agencies and entities including but not limited to the Cook County Bureau of Human Resources (CBHR), the Cook County Department of Risk Management the Cook County Comptroller's Office, etc. to discuss, plan, develop, communicate, and
- Implement programs for the improvement of personnel effectiveness throughout CCHHS
- Oversees HR functions in the areas of Operations, Talent Management / Recruiting & Selection, Classification & Compensation, and Workforce Development; and works in close collaboration with CBHR with respect to the administration of such matters as wage and salary administration; job classification; recruitment and selection; training and career development; employee assistance; EEOC; employment processing and drug testing
- Troubleshoots a wide variety of day to day issues, problems and concerns which may arise, requiring direct and immediate intervention which may include management and or senior leaders in order to resolve matters related to employee concerns, rights and benefits, salary adjustments, return to work, job placement and/or matters requiring the attention of the CHRO and other Senior Leaders

### **Typical Duties (continued)**

- Responsible for overseeing the fair and effective implementation of CCHHS' Employment Plan, compliance with court directives regarding Shakman and other provisions related to hiring including compliance with goals and timetables as they pertain to Shakman and CCHHS' Employment Plan
- Responsible for the ongoing and regular review of CCHHS personnel policies, Personnel Rules, and procedures. Recommends changes; implements recognized legal and professional personnel standards, especially as they relate to appropriate Cook County ordinances
- Ensures compliance with state and federal laws pertaining to terms of employment; evaluates human relations and work related problems that adversely affect employee morale and productivity
- Ensures compliance with rules and regulations as specified by Joint Commission
- Researches and helps prepare a strategic work force plan that represents best practices within the HR field and the Hospital industry
- Provides ongoing direction and mentoring to the operating Affiliates' HR Management team to ensure open lines of communication with CCHHS and CBHR, and identifies and addresses staff development opportunities
- Works closely with CCHHS' Budget Department related to wage and salary administration, payroll management and formulation of the CCHHS Human Resources budget
- Helps to leads the design, implementation, and monitoring of quality improvement and process management initiatives for HR functions to improve quality and efficiency, through team participation, data collection, process change implementations, and other activities
- Ensures the preparation and distribution of measurement tools to track compliance with regulatory obligations with respect to HR functions
- Will develop and implement a Customer Service Survey to measure HR's effectiveness within the organization; and develop appropriate action plans to address areas of concerns. Collaborates with labor management to ensure employment actions are consistent with the collective bargaining agreements applicable to the unionized positions within CCHHS
- Oversees data management in support of HR functions, establishes and revises practices to ensure the safeguarding and confidentiality of sensitive data and employee information
- Will research opportunities to automate and streamline Human Resources services
- Will work to establish, implement, and maintain a performance based appraisal process for CCHHS employees and appropriate rewards and recognition programs
- Will assist the CHR in formulating goals and objectives to be met, developing timetables and responding to special needs and concerns
- Will manage other duties as assigned

### **Reporting Relationships**

The Deputy Chief of Human Resources reports to the Chief Human Resources Officer.

### **Required Minimum Qualifications**

- Bachelor's degree from accredited institution
- Seven (7) years of professional work experience in a managerial or supervisory capacity

### **Required Minimum Qualifications (continued)**

- Five (5) years of project management experience
- Three (3) year of experience in a Human Resources leadership role

### **Preferred Qualifications**

- Master's or advanced degree in one of the following disciplines: Human Resource Management, Industrial Relations, Business Administration, Public Administration, Sociology, Psychology, Political Science, Law, Labor Relations or related field
- Prior experience in hospital or healthcare setting
- Prior experience in a large municipal governmental setting

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

- Five (5) years of professional work experience in in planning, organizing and administering policy changes, programs and new initiatives
- Five (5) years of professional experience in researching new and existing policies and practices, in formulating policy, preparing recommendations and reports, assessing systems and resources, etc.
- Prior experience managing in a highly diversified union workforce
- Prior experience leading organization wide culture change, organizational restructuring and operational process improvement efforts
- Strong interpersonal skills: for building relationships with internal clients at all levels of the organization
- Understanding of and focus on providing exceptional customer service
- Demonstrate respect and sensitivity for cultural diversity, gender differences, and sexual orientation of patients and coworkers
- Excellent written and verbal communication skills
- Analytical / problem solving skills
- Conflict management skills used in resolving daily issues and addressing discrepancies in HR practices, or HR policy administration
- Strong decision making skills used in resolving HR operating issues and establishing effective HR practices and policies
- Ability to clearly and effectively articulate the terms and conditions of employment with Cook County / CCHHS including the ability to interpret policies related to Cook County / CCHHS hiring processes
- Understanding the budgetary aspects of classification and compensation
- High level skill and judgment in handling confidential matters requiring executive-level decision making and the ability to recommend and provide input relative to changes in related policy(ies)
- Detail oriented
- Flexibility and adaptability in performing work duties, managing multiple and competing priorities and coordinating diversified efforts
- Extensive and strong project management skills
- Strong knowledge of Microsoft Office Suite



### **Required Knowledge, Skills, Abilities and Other Characteristics (continued)**

- Advanced working knowledge of Excel, PowerPoint and Visio
- Ability to travel to and from any CCHHS entity, including the Ambulatory Clinics and Cook County entities / offices

### **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.

### **Working Conditions and Physical Demands**

General office environment where work is generally sedentary in nature, but may require standing and walking for up to 60% of the time. Environment is fast paced and some stress may occur. Visual acumen and manual dexterity for working with computer and keyboards is required. May be required to travel to CCHHS hospital affiliates or other CCHHS medical facilities.

**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.**

Approval:

\_\_\_\_\_  
Gladys Lopez  
Chief Human Resources Officer

\_\_\_\_\_  
Date

# County of Cook

Human Resources  
750 S. Wolcott  
Room: G-50  
Chicago, IL 60612



Job Code: 8027  
Grade: 24  
FLSA: Exempt

## STANDARD JOB DESCRIPTION

**JOB TITLE**  
**Deputy Director of Managed Care**

**DEPARTMENT**  
**Managed Care**

### Job Summary

The Deputy Director of Managed Care supports the Executive Director of Managed Care and the entire Managed Care leadership team in the implementation and management of the Cook County Health & Hospitals System (CCHHS) sponsored health plan(s). The position is responsible for ensuring the strategic priorities and work plans established by the Executive Director are implemented and achieved. The Deputy Director is expected to assume primary leadership accountability for core elements of the health plan(s) operations, aligning activities CCHHS' overarching strategic plan goals and objectives.

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

### Typical Duties

#### General Administrative Responsibilities

##### Management

- Contributes to the management of CCHHS staff and CHHS' systemic development and success
- Discusses and develops CCHHS system policies and procedures
- Consistently uses 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
- Works with Labor Relations to discern past practice when necessary

##### Supervision

- Directs and effectuates CCHHS management policies practices
- Accesses and proficiently navigates CCHHS records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements

##### Collective Bargaining

- Reviews applicable Collective Bargaining Agreements and consults with Labor Relations to generate management proposals
- Participates in collective bargaining negotiations, caucus discussions and working meetings

### **Typical Duties (continued)**

#### Discipline

- Documents, recommends and effectuates discipline at all levels
- Works closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements
- Initiates, authorizes and completes disciplinary action pursuant to CCHHS system rules, policies, procedures and provision of applicable Collective Bargaining Agreements

### **Other Responsibilities**

- Develop and implement CCHHS managed care strategic direction and major policies with the Executive Director
- Serve as a “second-in-command” go-to leader for all Managed Care Department activities in the absence of the Executive Director
- Support the Executive Director in the day-to-day operations of the CCHHS managed care health plan(s) and its contractors
- Assume leadership and management oversight for defined functional areas of the health plan, including activities which require cross-departmental planning and support
- Ensure compliance with all relevant regulatory agencies and accrediting bodies
- Ensure optimal fulfillment of the health system mission and philosophy in response to the identified needs of the community and health plan partners
- Establish productive relationships with existing and emerging healthcare financing entities including, but not limited to, Medicaid, Medicare, health plans and other healthcare payers
- Conduct all of the above consistent with established ideals, standards, and policies of the health system and the ethics of the profession of health plan administration

### **Reporting Relationships**

The Deputy Director of Managed Care reports to the Executive Director of Managed Care.

### **Required Minimum Qualifications**

- Bachelor’s Degree
- Ten (10) years of progressively responsible experience in the health care industry
- Five (5) years of experience in a senior level leadership role within a health plan or health care provider that serves low-income, Medicaid-eligible clients
- Familiarity and experience working for or with Federally Qualified Health Centers

### **Preferred Qualifications**

- Knowledge of managed care practices, utilization and care management, accounting, provider networking and member services
- Experience with government contracting

### **Preferred Qualifications (continued)**

- In-depth knowledge of:
  - Relevant regulatory requirements associated with contracts including government program guidelines and regulations
  - Professional reimbursement methodologies, including full professional capitation and risk sharing/incentive plans
- Proficient in Word, Excel and PowerPoint

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

- Ability to delegate responsibility to the managed care leadership team, allowing them the room to identify ways and means to accomplish specific goals and objectives
- Strong problem solving skills used to anticipate and identify issues and to develop and implement appropriate solutions related to complex administrative processes
- Strong interpersonal skills are critical as this position will have extensive interface with external and internal stakeholders, including the members and CCHHS leadership and the CCHHS Board of Directors. Must have a diplomatic demeanor. Ability to lead and motivate teams
- Strong negotiation and problem resolution skills (good listener open to new ideas)
- Strong verbal and written communication skills as this position will frequently be called upon to resolve disputes, present data, trends, and performance results to members of upper management and CCHHS leadership
- Innovative and creative leadership style
- Strong project management skills
- Strong knowledge of Microsoft Office products (Word, Excel, Access, PowerPoint, etc.)

### **Physical and Environmental Demands**

This position functions 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.

### **Working Conditions and Physical Demands**

General office environment where work is generally sedentary in nature, but may require standing and walking for up to 60% of the time. Environment is fast paced and some stress may occur. Visual acumen and manual dexterity for working with computer and keyboards is required.

**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.**

Approval:

\_\_\_\_\_  
Dr. John Jay Shannon  
Chief Executive Officer

\_\_\_\_\_  
Date

Approval:

\_\_\_\_\_  
Gladys Lopez  
Chief Human Resources Officer

\_\_\_\_\_  
Date

# County of Cook

Human Resources  
750 S. Wolcott  
Room: G-50  
Chicago, IL 60612



Job Code: 8028  
Grade: 24  
FLSA: Exempt

## STANDARD JOB DESCRIPTION

### JOB TITLE

**Deputy Director, Project Management &  
Operational Excellence**

### DEPARTMENT

**Administration**

### Job Summary

The Deputy Director is an essential position for system transformation and operational excellence. The Deputy Director, under the supervision of the Director of Project Management & Operational Excellence (PMOE) manages the day to day activities of the Project Management Office (PMO), which oversees and coordinates the initiative teams across the Cook County Health & Hospitals System (CCHHS) to implement the Chief Executive Officer's vision for CCHHS. The Deputy Director will be responsible for supporting the project teams in executing, monitoring, and completion of projects. The Deputy Director ensures timely and effective communications across initiative teams and functions. The Deputy Director meets regularly with Initiative Sponsors to set metrics and targets and to track and report the progress of all initiatives. Deputy Director is also responsible for managing, developing and coaching Project Analysts, who are deployed to the initiative teams as needed.

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

### Typical Duties

#### General Administrative Responsibilities

##### Management

- Contributes to the management of CCHHS staff and CCHHS' systemic development and success
- Discusses and develops CCHHS system policies and procedures
- Consistently uses 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
- Works with Labor Relations to discern past practice when necessary

##### Supervision

- Directs and effectuates CCHHS management policies practices
- Accesses and proficiently navigates CCHHS records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements

### **Typical Duties (continued)**

#### **Collective Bargaining**

- Reviews applicable Collective Bargaining Agreements and consults with Labor Relations to generate management proposals
- Participates in collective bargaining negotiations, caucus discussions and working meetings

#### **Discipline**

- Documents, recommends and effectuates discipline at all levels
- Works closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements
- Initiates, authorizes and completes disciplinary action pursuant to CCHHS system rules, policies, procedures and provision of applicable Collective Bargaining Agreements

### **Other Responsibilities**

- Provide weekly updates on the status of project initiatives to the Director of PMOE
- Elevate key issues that are impeding initiative progress to the Director of PMOE
- Acts as an agent of change to ensure full value of priority initiatives is captured
- Achieves operational objectives by:
  - Preparing action plans
  - Leading implementation of production, productivity, quality, and patient-service standards
  - Resolving problems and issues
  - Identifying trends
  - Determining system and process improvements
- Implementing change leads performance improvement projects (e.g. lean six sigma projects),
- Maintains oversight of the initiatives' progress by:
  - Reporting at weekly program office meetings and reviewing key initiatives
  - Managing and evolving the governance and tracking process for initiative projects across the transformation program
  - Resolve conflicts / problem resolution
- Coordinates the implementation of multiple change programs
- Prioritizes projects around scarce resources
- Shares lessons learned across projects
- Enforces standard tools and methodologies
- Ensures effective and efficient information flows between Initiative Sponsors and across functions
- Other related duties as required for the efficient operation and performance reporting

### **Reporting Relationships**

The Deputy Director of Project Management & Operational Excellence reports to the Director of Project Management & Operational Excellence.

### **Required Minimum Qualifications**

- A Bachelor's Degree from an accredited institution and four (4) years of project management experience or four (4) years' experience in a healthcare leadership position;

Or

- A Master's Degree from accredited institution and two (2) years of project management experience, or two (2) years' experience in a healthcare leadership position

### **Preferred Qualifications**

- Course work in Healthcare administration, medical office management, project management
- Finance experience
- Prior work experience in a union environment
- Two (2) years' experience in a healthcare administrative capacity

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

- Demonstrated project management skills
- Advocate for change and performance improvement
- Demonstrated ability to lead cross-function teams; ability to establish strong working relationships and to communicate effectively across different functions of the organization
- Prior relevant experience in driving change in a complex large organization
- Prior experience in a team environment in leadership roles
- Proficiency in Project Management methodologies and Process improvement  
Proficiency in Microsoft Office products (Word, Excel, PowerPoint, Access)
- Strong interpersonal skills; Strong written and verbal communication skills
- Demonstrated ability to work in a team based environment, and to lead and motivate teams
- Strong problem solving skills and result-oriented mentality
- Ability to maintain appropriate professional boundaries with all staff, trainees, and patients at all times
- Ability to demonstrate respect and sensitivity for cultural diversity, gender differences, and sexual orientation of patients and coworkers

### **Physical and Environmental Demands**

This position functions 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.



### **Working Conditions and Physical Demands**

General office environment where work is generally sedentary in nature, but may require standing and walking for up to 60% of the time. Environment is fast paced and some stress may occur. Visual acumen and manual dexterity for working with computer and keyboards is required.

**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.**

Approval:

\_\_\_\_\_  
Andrea Gibson  
Director of Project Management & Operational  
Excellence

\_\_\_\_\_  
Date

Approval:

\_\_\_\_\_  
Gladys Lopez  
Chief Human Resources Officer

\_\_\_\_\_  
Date

# County of Cook

Human Resources  
750 S. Wolcott  
Room: G-50  
Chicago, IL 60612



Job Code: 8030  
Grade: 24  
FLSA: Exempt

## STANDARD JOB DESCRIPTION

### JOB TITLE

**Deputy Director of Risk Management-  
Ambulatory and Cermak Health Services**

### DEPARTMENT

**Office of General Counsel**

### Job Summary

Reports to the Cook County Health & Hospitals System (CCHHS) Director of Risk Management – CCHHS and is responsible for planning, organizing, supervising, directing and coordinating all aspects of the Risk Management program for all Cook County Health and Hospitals System's out-patient clinics and Cermak Health Services. This professional will be an integral part of the Risk Management team.

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

### Typical Duties

#### General Administrative Responsibilities

##### Management

- Contributes to the management of CCHHS staff and CHHS' systemic development and success
- Discusses and develops CCHHS system policies and procedures
- Consistently uses 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
- Works with Labor Relations to discern past practice when necessary

##### Supervision

- Directs and effectuates CCHHS management policies practices
- Accesses and proficiently navigates CCHHS records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements

##### Collective Bargaining

- Reviews applicable Collective Bargaining Agreements and consults with Labor Relations to generate management proposals
- Participates in collective bargaining negotiations, caucus discussions and working meetings

### **Typical Duties (continued)**

#### **Discipline**

- Documents, recommends and effectuates discipline at all levels
- Works closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements
- Initiates, authorizes and completes disciplinary action pursuant to CCHHS system rules, policies, procedures and provision of applicable Collective Bargaining Agreements

### **Other Responsibilities**

Is responsible for the following for all Cook County Health and Hospitals System's out-patient clinics and Cermak Health Services:

- Develops and implements a comprehensive risk management program including clinical risk identification and claims management
- Develops and implements policies and practices to enhance CCHHS's quality of outcomes and prevention of liability
- Coordinates with the Quality and Patient Safety Committee of CCHHS' Board and CCHHS' Departments of Quality Assurance, Compliance, and Safety in ensuring compliance with all regulations affecting CCHHS
- Oversees, monitors, manages, and analyzes reported occurrence data collected through the electronic incident reporting system and investigates those occurrences as required
- Evaluates risk and coordinates corrective action plans
- Ensures compliance with relevant standards and statutes, with the objective to control/minimize loss and protect the assets of CCHHS while maintaining quality care
- Develops statistical data of losses and analyses patterns to identify trends and opportunities for improvement
- Develops loss reduction measures and designs plans to resolve patient complaints and minimize the effects of adverse patient outcomes before these outcomes develop into professional liability claims
- Provides expertise to CCHHS staff regarding all risk management issues including conducting educational seminars and educational handouts
- Conducts annual, multi-disciplinary reviews and appraisal of the risk management program
- Develops, manages and maintains the CCHHS bordereau of claims
- Implements the electronic event reporting system and trains CCHHS staff on its use
- Works with outside counsel to respond to discovery requests for litigation
- Responds to claim history and insurance verification requests from health care providers
- Responds to subpoenas, discovery requests, service of summons issues and other litigation issues
- Other duties as assigned

### **Reporting Relationships**

The Deputy Director of Risk Management reports to the Director of Risk Management - CCHHS.

### **Required Minimum Qualifications**

- A Bachelor's (or higher level) degree from an accredited institution of higher education
- Five (5) years of experience related to risk management

### **Preferred Qualifications**

- Experience with a correctional health setting
- Medical risk management experience outpatient medical facilities including investigating claims, law suits and responding to litigation discovery
- A law degree from an accredited law school
- A current and active driver's license (in good standing) in Illinois
- Experience litigating in the Circuit Court of Cook County and/or Federal Court system

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

- Knowledge of risk and/or claims management applicable to outpatient and correctional health care
- Excellent client management and problem solving skills
- Excellent analytical, written and oral communications skills
- Demonstrated ability to work effectively with a diverse set of individuals with multiple disciplines in correctional health, clinic and administrative settings
- Strong interpersonal skills
- Ability to establish strong working relationships
- Ability to respect and be sensitive to cultural diversity, gender differences, and sexual orientation of prison detainees, patients and coworkers
- Ability to work under pressure and willingness to travel to the Cook County Department of Corrections and the ACHN clinics
- Ability to work with an electronic event reporting system
- Ability to interpret an electronic medical record

### **Physical and Environmental Demands**

This position functions 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.

### **Working Conditions and Physical Demands**

General office environment where work is generally sedentary in nature, but may require standing and walking for up to 60% of the time. Environment is fast paced and some stress may occur. Visual acumen and manual dexterity for working with computer and keyboards is required.

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.

Approval:

\_\_\_\_\_  
Dr. John Jay Shannon  
Chief Executive Officer

\_\_\_\_\_  
Date

Approval:

\_\_\_\_\_  
Gladys Lopez  
Chief Human Resources Officer

\_\_\_\_\_  
Date

# County of Cook

Human Resources  
750 S. Wolcott  
Room: G-50  
Chicago, IL 60612



Job Code: 8029  
Grade: 24  
FLSA: Exempt

## STANDARD JOB DESCRIPTION

### JOB TITLE

**Deputy Director of Risk Management-  
Hospital Based Services**

### DEPARTMENT

**Office of General Counsel**

### Job Summary

Reports to the Cook County Health & Hospitals System (CCHHS) Director of Risk Management – CCHHS and is responsible for assisting in the planning, organizing, supervising, directing and coordinating all aspects of the Risk Management program for Hospital Based services including John H. Stroger, Jr. Hospital of Cook County, and Provident Hospital of Cook County. This professional will be an integral part of the Risk Management team.

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

### Typical Duties

#### General Administrative Responsibilities

##### Management

- Contributes to the management of CCHHS staff and CHHSS' systemic development and success
- Discusses and develops CCHHS system policies and procedures
- Consistently uses 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
- Works with Labor Relations to discern past practice when necessary

##### Supervision

- Directs and effectuates CCHHS management policies practices
- Accesses and proficiently navigates CCHHS records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements

##### Collective Bargaining

- Reviews applicable Collective Bargaining Agreements and consults with Labor Relations to generate management proposals
- Participates in collective bargaining negotiations, caucus discussions and working meetings

### **Typical Duties (continued)**

#### Discipline

- Documents, recommends and effectuates discipline at all levels
- Works closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements
- Initiates, authorizes and completes disciplinary action pursuant to CCHHS system rules, policies, procedures and provision of applicable Collective Bargaining Agreements

### **Other Responsibilities**

Is responsible for the following for Hospital Based Services at John H. Stroger, Jr. Hospital of Cook County and Provident Hospital of Cook County:

- Develops and implements a comprehensive risk management program including clinical risk identification and claims management
- Develops and implements policies and practices to enhance CCHHS's quality of outcomes and prevention liability
- Coordinates with the Quality and Patient Safety Committee of CCHHS' Board and CCHHS's Departments of Quality Assurance, Compliance, and Safety in ensuring compliance with all regulations affecting CCHHS
- Oversees, monitors, manages, and analyzes reported occurrence data collected through the electronic incident reporting system and investigates those occurrences as required
- Evaluates risk and coordinates corrective action plans
- Ensures compliance with relevant standards and statutes, with the objective to control/minimize loss and protect the assets of CCHHS while maintaining quality care
- Develops statistical data of losses and analyses patterns to identifying trends and opportunities for improvement
- Develops loss reduction measures and designs plans to resolve patient complaints and minimize the effects of adverse patient outcomes before these outcomes develop into professional liability claims
- Provides expertise to CCHHS staff regarding all risk management and issues including conducting educational seminars and educational handouts
- Conducts annual, multi-disciplinary reviews and appraisal of the risk management program
- Develops, manages and maintains the CCHHS bordereau of claims
- Implements the electronic event reporting system and trains CCHHS staff on its use
- Works with outside counsel to respond to discovery requests for litigation
- Responds to claim history and insurance verification requests from health care providers
- Responds to subpoenas, discovery requests, service of summons issues and other litigation issues
- Other duties as assigned

### **Reporting Relationships**

The Deputy Director of Risk Management reports to the Director of Risk Management - CCHHS.

### **Required Minimum Qualifications**

- A Bachelor's (or higher level) degree from an accredited institution of higher education
- Five (5) years of experience related to risk management

### **Preferred Qualifications**

- Medical knowledge to understand and investigate medical incidents and claims
- A current and active driver's license (in good standing) in Illinois
- A degree from an accredited institution of higher education in a field related to healthcare, government, business, or law
- Experience as a health care provider
- Medical risk management experience in an urban medical facility including investigating claims, law suits and responding to litigation discovery
- Working knowledge of electronic event reporting systems
- Working knowledge of electronic medical record systems

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

- Knowledge of risk and/or claims management applicable to Hospital Based health care
- Excellent client management and problem solving skills
- Excellent analytical, written and oral communications skills
- Ability to work effectively with a diverse set of individuals with multiple disciplines in both clinic and administrative settings
- Strong interpersonal skills
- Ability to establish strong working relationships
- Ability to respect and be sensitive to cultural diversity, gender differences, and sexual orientation of patients and coworkers
- Ability to work under pressure and to travel to Stroger, Provident Hospital, and other affiliates / entities of the Cook County Health & Hospitals System
- Ability to work with an electronic event reporting system
- Ability to interpret an electronic medical record

### **Physical and Environmental Demands**

This position functions 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.

### **Working Conditions and Physical Demands**

General office environment where work is generally sedentary in nature, but may require standing and walking for up to 60% of the time. Environment is fast paced and some stress may occur. Visual acumen and manual dexterity for working with computer and keyboards is required.



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.

Approval:

\_\_\_\_\_  
Dr. John Jay Shannon  
Chief Executive Officer

\_\_\_\_\_  
Date

Approval:

\_\_\_\_\_  
Gladys Lopez  
Chief Human Resources Officer

\_\_\_\_\_  
Date

# County of Cook

Human Resources  
750 S. Wolcott  
Room: G-50  
Chicago, IL 60612



Job Code:	8032
Grade:	24
FLSA:	Exempt

## STANDARD JOB DESCRIPTION

### JOB TITLE

Director of Advance Practice Providers (APPs)

### DEPARTMENT

Medical Administration

### Job Summary

The Director of Advance Practice Provider (APP) Services is responsible for the management of the Advanced Practice Providers (including but not limited to Advance Practice Nurses and Physician Assistants) at the Cook Country Health and Hospitals System (CCHHS). Acts as a liaison between APPs, physicians, administration, other departments and external groups. This position is accountable for strategic planning, coordination of APPs and communication of practices and policies. Collaborates with Medical, Nursing and Ambulatory Community Health Network (ACHN) care leadership on policy development, quality control and compliance. Participates in the annual review of the APPs. In addition, is responsible for performing clinical work and seeing patients.

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

### Typical Duties

#### General Administrative Responsibilities

##### Management

- Contributes to the management of CCHHS staff and CHHSS' systemic development and success
- Discusses and develops CCHHS system policies and procedures
- Consistently uses 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
- Works with Labor Relations to discern past practice when necessary

##### Supervision

- Directs and effectuates CCHHS management policies practices
- Accesses and proficiently navigates CCHHS records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements

##### Collective Bargaining

- Reviews applicable Collective Bargaining Agreements and consults with Labor Relations to generate management proposals
- Participates in collective bargaining negotiations, caucus discussions and working meetings

### **Typical Duties (continued)**

#### **Discipline**

- Documents, recommends and effectuates discipline at all levels
- Works closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements
- Initiates, authorizes and completes disciplinary action pursuant to CCHHS system rules, policies, procedures and provision of applicable Collective Bargaining Agreements

#### **Other Responsibilities**

- Assists medical, nursing and ACHN leadership in the recruitment, selection, onboarding and evaluation of APPs. Oversees the training of new APPs on clinical protocols and procedures. Defines job expectations and monitors productivity. Schedules and assigns APPs to maintain appropriate staffing and coverage
- Participates in development and implementation of quality improvement initiatives. Implements process improvement initiatives and procedures for APPs
- Develops, reviews and administers policies and procedures. Provides input to improve care processes and patient outcomes
- Prepares budgets in collaboration with the Chief Medical Officer and Chief Nursing Officer prepares and defends budgets
- Ensures compliance with practice standards for the safe delivery and quality of care. Monitors and assures effective and safe implementation of clinical protocols
- Ensures APPs are compliant with licensure, certification and credentialing requirements and supervision agreements as needed. Assures APPs are in compliance with The Joint Commission, Centers for Medicare & Medicaid Services, Illinois Department of Public Health standards including Occupational Safety and Health Administration. Ensures compliance with quality monitoring reports as required
- Serves as a liaison to hospital administration for issues related to APPs. Serves as a clinical expert and leadership consultant to the Hospital Leadership team regarding the role of APPs
- Performs the duties of an APP. Orders, performs and interprets diagnostic and therapeutic tests and procedures. Prepares patient treatment plans and makes appropriate referrals to other healthcare professionals and/or agencies
- Plans and coordinates continuing and in-service education as needed.

#### **Reporting Relationships**

- The Director of Advance Practice Providers reports to the Chief Medical Officer and in a matrix to the Chief Nursing Officer for matters pertaining to nursing practice

#### **Minimum Qualifications**

- A Physician Assistant licensed in the State of Illinois who is a graduate of a Physician Assistant Program approved by the Accreditation Review Commission (ARC) and holds a Physician Assistant Master's Degree
- OR
- An Advance Practice Nurse licensed in the State of Illinois who holds a Master's degree or higher in Nursing

### **Minimum Qualifications (continued)**

- Five (5) years' experience as a practicing APP
- Three (3) years management or supervisory experience in a healthcare setting

### **Preferred Qualifications**

- Five (5) years management or supervisory experience in a healthcare setting
- Basic knowledge of regulatory compliance expectations and standards, such as The Joint Commission, Centers for Medicare & Medicaid Services Conditions of Participation and Occupational Safety and Health Administration

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

- Excellent written and oral communications skills
- Ability to effectively communicate with patients/families, clinical and administrative staff
- Experience in planning, organization, and project management
- Ability to work collaboratively with multiple disciplines
- Respect and sensitivity for cultural diversity and working with employees, co-workers and patients
- Flexible and able to deal with ambiguity and change. Ability to work well under pressure

### **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; comply with use of with Personal Protective Equipment and infection control practices requirements, comply with department specific work practice controls and any other work area safety precautions as specified by hospital wide policy and departmental procedures.

### **Working Conditions and Physical Demands**

Clinical environment where work is generally sedentary in nature, but may requires standing, lifting up to 50 lbs and walking for up to 60% of the time. When working as an APN in the patient care areas, work will include lifting and moving patients and exposure to blood and body fluids. Environment is fast-paced and some stress may occur. Visual acumen and manual dexterity for working with computer and keyboard is required.

**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.**

Approval:

\_\_\_\_\_  
Dr. Claudia Fegan  
Chief Medical Officer

\_\_\_\_\_  
Date

Approval:

\_\_\_\_\_  
Gladys Lopez  
Chief Human Resources Officer

\_\_\_\_\_  
Date

# County of Cook

Human Resources  
750 S. Wolcott  
Room: G-50  
Chicago, IL 60612



Job Code: 8034  
Grade: 24  
FLSA: Exempt

## STANDARD JOB DESCRIPTION

**JOB TITLE**  
**Director of Clinical Service Lines**

**DEPARTMENT**  
**Administration**

### **Job Summary**

Under the direction of the Chief Operating Officer (COO), Hospital Based Services, the Director of Clinical Service Lines is generally responsible for: providing overall strategic direction and business development while maintaining accountability for the day-to-day operations and performance of the following service lines: Perioperative Services (including surgery/anesthesia), Emergency Medicine/Trauma, Women and Children services and Medical Services; and acting as the operational link and coordinating with clinical, nursing and administrative leadership to maintain and/or expand such service lines.

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

### **Typical Duties**

#### **General Administrative Responsibilities**

##### Management

- Contributes to the management of CCHHS staff and CHHS' systemic development and success
- Discusses and develops CCHHS system policies and procedures
- Consistently uses 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
- Works with Labor Relations to discern past practice when necessary

##### Supervision

- Directs and effectuates CCHHS management policies practices
- Accesses and proficiently navigates CCHHS records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements

##### Collective Bargaining

- Reviews applicable Collective Bargaining Agreements and consults with Labor Relations to generate management proposals
- Participates in collective bargaining negotiations, caucus discussions and working meetings

### **Typical Duties (continued)**

#### **Discipline**

- Documents, recommends and effectuates discipline at all levels
- Works closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements
- Initiates, authorizes and completes disciplinary action pursuant to CCHHS system rules, policies, procedures and provision of applicable Collective Bargaining Agreements

#### **Other Responsibilities**

- Develops overall strategy and operations of new, current and expanded programs and services
- Coordinates day-to-day management and program development of the following service lines: Perioperative Services (including surgery/anesthesia), Emergency Medicine/Trauma, Women and Children services and Medical Services
- Assists COO, Hospital Based Services, clinical chairpersons, the Executive Director of Nursing, Executive Medical Director, COO, Ambulatory Services and administrative leaders in the management of multiple business units to achieve overall annual CCHHS service line goals and objectives
- Functions in an advisory capacity in evaluating proposed procedural changes as they relate to patient care.
- Manages the implementation and ensures compliance with standards of care that promote optimum healthcare delivery to CCHHS patients
- Works with leadership to control expenditures and optimize the utilization of resources at minimum cost
- Serves as the business-focused subject matter expert on the development of service lines, including the expansion of existing services lines and the development of new products and services
- Leads the development and implementation of each service line's business strategy and market positioning for new, current and existing programs and services
- Assists with the preparation of annual budgets (capital and operating) and reports
- Manages expenses to budget for and meet industry performance benchmarks
- Collaborates with senior leadership to develop annual goals and objectives and metric-driven work plans with clinical service line administrators
- Oversees the inventory, maintenance and repair of all equipment and supplies in clinical areas
- Performs ongoing analysis of market dynamics and market share changes, product line performance and overall tracking of business initiative, operational performance and competitive intelligence
- Translates data and analysis into realistic business strategy and effective and efficient service line operations as well as providing input into business development, business planning, budgets, and financial reimbursement and the Patient Protection and Affordable Care Act (PPACA) initiatives
- Develops and executes improvement projects for the service line, using solid data and analytics, that directly impacts key metrics related to people (employee retention and engagement), service (customer satisfaction/patient experience), growth (new service/business development), margin (operating margins/financial targets) and quality (patient care indicators)
- Fosters relationships and collaboration amongst all key stakeholders that comprise the core service line and those others that are a support (clinical, non-clinical)
- Collaborates with Finance, Information Systems, Health Information Management, Financial Counseling, Case Management, Patient Accounting, and all other client inpatient and outpatient departments to implement strategies to prevent and/or resolve financial and patient care issues related to the departmental operations and functions

### **Typical Duties (continued)**

- Assists in resolving patient, family, and physician complaints
- Provides direction and holds accountable assigned management team (clinical, non-clinical) in the delivery of day-to-day clinical and business operations for the service lines
- Develops, manages, updates and implements the service lines strategic plan (including capital and operating budgets, business plans and forecasts) as necessary to achieve strategic goals and objectives in consideration of all business aspects (e.g. clinical, research, and teaching)
- Monitors and ensures compliance with all regulatory requirements, organizational standards, and policies and procedures
- Creates a culture of service and excellence to provide the highest quality of healthcare to the patients of CCHHS
- Develops an effective leadership team and creates a culture where succession planning is in place for all senior positions
- Develops productivity-based staffing plans and adjusts staffing in all clinical departments to ensure optimal patient access and a superior patient experience
- Performs other duties as assigned

### **Reporting Relationships**

The Director of Clinical Service Lines reports to the Chief Operating Officer, Hospital Based Services.

### **Required Minimum Qualifications**

- Graduation from an accredited college or university with a Bachelor's degree
- Five (5) years of administrative experience in a hospital, health care or similar service industry; or
- Three (3) years of administrative experience in a hospital, health care or similar service industry and one (1) year management / supervisory experience

### **Preferred Qualifications**

- A Master's or advanced degree from an accredited college or university
- Five (5) years of supervisory/management experience
- Experience with a unionized workforce
- Previous public healthcare system experience

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

- Ability to balance competing priorities and agendas
- Effective communication skills
- Strong analytical skills
- Ability to use sound judgment and make sound decisions
- Effective interpersonal and negotiating skills
- Strong delegation skills and the ability to hold subordinates accountable
- Credibility and high integrity
- Ability to build effective teams and to lead, mentor and develop management
- Ability to work with health system governing body, community organizations, and the media



### **Knowledge, Skills, Abilities and Other Characteristics (continued)**

- Creative problem solver, who can manage conflict effectively and in an objective manner, is energized by challenges and change and can conceive of solutions that are within the financial constraints of the organization
- Knowledge of applicable Federal and State laws and regulations related to the healthcare industry
- Sensitivity and respect in caring for patients and in dealing with clients of diverse backgrounds
- Knowledge and experience with hospital accreditation and regulatory requirements
- Experience supervising hospital building projects and strong leadership skills
- Excellent conflict resolution and negotiation skills
- Excellent communication skills to prepare materials and to correspond with CCHHS personnel and the general public
- Ability to work and thrive in a matrix environment while building rapport and trust with team members and hospital stakeholders, developing positive relationships with nurses and physicians and other administrative professionals and working collaboratively with various support departments
- Financial management skills, including business planning and ongoing accountability for financial performance
- Ability to work collaboratively with individuals that are critical to the successful execution, maintenance and/or expansion of the clinical service lines
- Ability to develop project teams and lead project management efforts
- Ability to work with service line leadership to develop, manage, and report on operational, quality and patient safety, patient experience, staff and physician satisfaction through performance dashboards
- Ability to understand service lines in terms of structure, the marketplace, and the coordination of offerings across all CCHHS missions (e.g. clinical, research, teaching)

### **Physical and Environmental Demands**

This position functions 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.

### **Working Conditions and Physical Demands**

General office environment where work is generally sedentary in nature, but may require standing and walking for up to 60% of the time. Environment is fast paced and some stress may occur. Visual acumen and manual dexterity for working with computer and keyboards is required.

**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.**

Approval:

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Dr. John Jay Shannon  
Chief Executive Officer

---

Date

Approval:

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Gladys Lopez  
Chief Human Resources Officer

---

Date

# County of Cook

Human Resources  
750 S. Wolcott  
Room: G-50  
Chicago, IL 60612



Job Code: 8035  
Grade: 24  
FLSA: Exempt

## STANDARD JOB DESCRIPTION

### JOB TITLE

Director of Clinical Services, CountyCare

### DEPARTMENT

CountyCare

### Job Summary

The Director of Clinical Services is responsible for the development and administration of clinical programs to achieve the service, clinical and quality outcomes determined by CountyCare leadership. The Director of Clinical Services interfaces with clinical and administrative staff in one-on-one, workgroups, committees and meetings to support the achievement of CountyCare clinical goals.

This position is exempt from career service under the CCHHS Personnel Rules.

### Typical Duties

#### General Administrative Responsibilities

##### Management

- Contributes to the management of CCHHS staff and CHHSS' systemic development and success
- Discusses and develops CCHHS system policies and procedures
- Consistently uses 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
- Works with Labor Relations to discern past practice when necessary

##### Supervision

- Directs and effectuates CCHHS management policies practices
- Accesses and proficiently navigates CCHHS records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements

##### Collective Bargaining

- Reviews applicable Collective Bargaining Agreements and consults with Labor Relations to generate management proposals
- Participates in collective bargaining negotiations, caucus discussions and working meetings

### **Typical Duties (continued)**

#### **Discipline**

- Documents, recommends and effectuates discipline at all levels
- Works closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements
- Initiates, authorizes and completes disciplinary action pursuant to CCHHS system rules, policies, procedures and provision of applicable Collective Bargaining Agreements

#### **Other Responsibilities**

- In collaboration with Clinical and / or Medical Leadership, prepares an annual Care Management Plan that indicates goals, milestones, and timeframes for completion of Care Management Programs. Submits plans for approval to Director of Managed Care and System Transformation, Quality Committee and governance board
- Collaborates and Coordinates with CountyCare providers to support implementation of CountyCare clinical Programs
- Collaborates with CCHHS and community-based organizations to identify opportunities for improvement in program development and approaches to care. Reflects the diversity of the CountyCare membership in the program development
- Evaluates program performance and develops plans to improve performance
- Supports development of medical policy that represents best practices and evidence based care
- Supports development of County Care PCMH Site care management efforts
- Provides support to committees, workgroups as appropriate
- Prepares reports and analysis as necessary

#### **Decision-Making:**

- Determines whether current program structure or process is meeting needs of CountyCare membership
- Evaluate resource allocation to meet program requirements

#### **Confidentiality:**

- The Director of Clinical Services will review confidential information as part of the position responsibilities
- The Director is required to conduct activities in accordance with CCHHS privacy policies

#### **Fiscal Responsibility:**

- The Director of Clinical Services in conjunction with the Medical Director will determine appropriate approach to bring hospital cost in alignment with targets

### **Reporting Relationships**

This Director of Clinical Services, CountyCare position reports to the Director of operations for CountyCare with a dotted-line reporting relationship to the Chief Nursing Officer.

### **Required Minimum Qualifications**

- Bachelor's degree in Nursing from an accredited academic institution
- Current unrestricted Illinois Registered Nurse or APN license
- Three (3) years of total experience in a clinical capacity
- Five (5) years in a management or leadership role

### **Preferred Qualifications**

- Master's degree in Nursing Administration, Health or Business Administration
- Prior experience in an administrative capacity within a Managed care setting

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

- Recent experience with clinical process improvement and program development

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

- Demonstrates sensitivity and respect in caring for patients and in dealing with clients of diverse backgrounds
- Strong interpersonal skills to build relationships with employees at all levels of the organization
- Strong written and verbal communication skills used to present performance data in presentations and reports
- Strong analytical skills, problem solving skills used to improve processes and delivery of patient care services
- Flexibility and adaptability in performing work duties
- Strong project management skills and the ability to work independently toward stated goals
- Strong knowledge of Microsoft Office Products; Word, Excel, PowerPoint

### **Physical and Environmental Demands**

This position functions 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.

### **Working Conditions and Physical Demands**

General office environment where work is generally sedentary in nature, but may require standing and walking for up to 60% of the time. Environment is fast paced and some stress may occur. Visual acumen and manual dexterity for working with computer and keyboards is required.

**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.**

Approval:

\_\_\_\_\_  
Dr. John Jay Shannon  
Chief Executive Officer

\_\_\_\_\_  
Date

Approval:

\_\_\_\_\_  
Gladys Lopez  
Chief Human Resources Officer

\_\_\_\_\_  
Date

# County of Cook

Human Resources  
750 S. Wolcott  
Room: G-50  
Chicago, IL 60612



Job Code: 8031  
Grade: 24  
FLSA: Exempt

## STANDARD JOB DESCRIPTION

**JOB TITLE**  
**Director of Community Affairs**

**DEPARTMENT**  
**Administration**

### **Job Summary**

The Director of Community Affairs is responsible for developing strategies, and coordinating all community outreach efforts related to operations, programs and the implementation of projects for the Office of the Chief of the Chief Executive Officer and various departments under the direction of the Chief Executive Officer, the Chief of Staff, the Chief Strategy and the Executive Director of Communications. The Director of Community Affairs supports the organization's mission by exhibiting excellence and competence, collaboration, innovation, respect, personalization, commitment to the community, and accountability and ownership. The Director of Community Affairs coordinates community outreach efforts for the Cook County Health & Hospitals System (CCHHS) and various departments as directed; and provides assistance in the development and coordination of outreach to publicize available programs and opportunities at CCHHS. This individual will assist in the coordination of public events and community based events. Will develop partnerships with key community stakeholders, civic associations, etc. Requires close coordination and communication with managers and clinicians throughout CCHHS and will work successfully with representatives from various communities, organizations and neighborhoods with respect to the diverse populations and cultures, CCHHS serves and seeks to serve. This position strives to achieve fulfillment of its community relations mission to the greatest extent practicable.

Will be responsible for both internal and external communication and must be fully informed about and closely aligned with the vision and strategy of the Chief Executive Officer as well as tactical, process and organizational behavior changes required to foster and implement them within the community. Will have regular direct contact with and advise the CEO and key leaders within the organization with regard to policy and messaging.

This position is exempt from Career Service under CCHHS Personnel Rules.

### **Typical Duties**

#### **General Administrative Responsibilities**

##### **Management**

- Contributes to the management of CCHHS staff and CCHHS' systemic development and success

### **Typical Duties (continued)**

- Discusses and develops CCHHS system policies and procedures
- Consistently uses 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
- Works with Labor Relations to discern past practice when necessary

#### **Supervision**

- Directs and effectuates CCHHS management policies practices
- Accesses and proficiently navigates CCHHS records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements

#### **Collective Bargaining**

- Reviews applicable Collective Bargaining Agreements and consults with Labor Relations to generate management proposals
- Participates in collective bargaining negotiations, caucus discussions and working meetings

#### **Discipline**

- Documents, recommends and effectuates discipline at all levels
- Works closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements
- Initiates, authorizes and completes disciplinary action pursuant to CCHHS system rules, policies, procedures and provision of applicable Collective Bargaining Agreements

### **Other Responsibilities**

- Work in partnership with community-based providers and administrative and clinical staff to develop and implement programs that promote health and access to health in designated communities
- Actively participate in community based coalitions with health related goals
- Develop and promote community relations opportunities by developing policies and implementing programs at community events
- The director will participate and engage in activities such as community health fairs
- Represent CCHHS at community meetings
- Maintain and develop relationships with key external contacts and the community at large
- Work with departments, clinical centers, PCPs and specialists to develop community relations plans and promote new and on-going initiatives in their areas
- Work with health centers, community-based organizations, insurers, and community coalitions to develop programs, events, and new initiatives that promote marketing and community relations objectives

### **Reporting Relationships**

The Director of Community Affairs reports to the Executive Director of Communications.



### **Required Minimum Qualifications**

- Graduation from an accredited college or university with a Bachelor's Degree
- Five (5) years' experience in community relations, community activism, Community organizing and/or grass roots outreach
- Three (3) years' experience working for a governmental authority, community based organization or healthcare entity
- Excellent verbal and written communication skills
- Solid administrative skills, including strong computer skills
- Proficiency with Microsoft Word, PowerPoint, email (Outlook), Internet and Excel

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

- Strong project management, planning and presentation skills
- Ability to think creatively
- Results driven leadership and management skills; demonstrated success in leading through influence
- Strong interpersonal and organizational skills with multi-tasking capabilities
- Ability to effectively interface and communicate with a wide range of constituencies
- Ability to administratively plan, prioritize and organize a large volume of work in a timely and efficient manner
- Ability to manage multiple projects from inception to completion
- Ability to work in fast-paced environment with tight deadlines
- Ability to meet deadlines
- Ability to be flexible, manage multiple priorities
- Ability to build and maintain strong relationships
- Ability to work effectively and independently with all levels of clinical and administrative managers within CCHHS and with community leaders
- Strong leadership qualities leadership experience
- Demonstrated program development and implementation skills
- Ability to represent CCHHS effectively in a variety of settings and with diverse communities
- Demonstrated understanding and appreciation for diverse cultures

### **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.

### **Working Conditions and Physical Demands**

General office environment where work is generally sedentary in nature, but may require standing and walking for up to 85% of the time. Environment is fast paced and some stress may occur. Visual acumen and manual dexterity for working with computer and keyboards is required.

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.

Approval:

\_\_\_\_\_  
Caryn Stancik  
Executive Director of Communications

\_\_\_\_\_  
Date

Approval:

\_\_\_\_\_  
Gladys Lopez  
Chief Human Resources Officer

\_\_\_\_\_  
Date

# County of Cook

Human Resources  
750 S. Wolcott  
Room: G-50  
Chicago, IL 60612



Job Code: 8036  
Grade: 24  
FLSA: Exempt

## STANDARD JOB DESCRIPTION

**JOB TITLE**  
**Director of Decision Support**

**DEPARTMENT**  
**Administration**

### **Job Summary**

Under the direction of the Deputy CEO, Finance & Strategy, the Director of Decision Support provides critical support to the development of the Cook County Health & Hospitals System's (CCHHS) long-term strategy and decisions by designing and converting key analysis for strategic decision making and coordinates the synthesis of information gathering from external and internal data sources to inform strategic decisions. Will lead and perform internal and external benchmarking analyses, analyze internal and external data empowering the Senior Leaders to provide sound recommendations to the Chief Executive Officer. Will work closely and collaboratively with both the Chief Medical Information Officer and the Chief Information Officer – CCHHS and their respective teams. All initiatives are aligned with the strategic plan, mission, vision and objectives of CCHHS; and will aid in the transition to data-driven management and decision-making. Will present results of analyses and queries of electronic health record and financial data to internal stakeholders.

The Director of Decision Support will also be responsible for managing the CCHHS Business Intelligence Team. Will participate in the development and utilization of data warehousing solutions for the enterprise. Will use data driven methodologies to help management work with data sets (both available and to be created) to provide data marts, and create and implement analytical tools. Works with CCHHS Leadership including medical division leadership, operations, finance and all CCHHS administrative and clinical leaders and analysts, to identify available data sets for incorporation into data analysis tools and will work to integrate those data sets.

This position is exempt from Career Service under CCHHS Personnel Rules.

### **Typical Duties**

#### **General Administrative Responsibilities**

##### **Management**

- Contributes to the management of CCHHS staff and CCHHS' systemic development and success
- Discusses and develops CCHHS system policies and procedures
- Consistently uses 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
- Works with Labor Relations to discern past practice when necessary

### **Typical Duties (continued)**

#### **Supervision**

- Directs and effectuates CCHHS management policies practices
- Accesses and proficiently navigates CCHHS records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements

#### **Collective Bargaining**

- Reviews applicable Collective Bargaining Agreements and consults with Labor Relations to generate management proposals
- Participates in collective bargaining negotiations, caucus discussions and working meetings

#### **Discipline**

- Documents, recommends and effectuates discipline at all levels
- Works closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements
- Initiates, authorizes and completes disciplinary action pursuant to CCHHS system rules, policies, procedures and provision of applicable Collective Bargaining Agreements

### **Other Responsibilities**

- Will work with clinical areas and health information systems to identify and integrate data sets into analytical tools
- Identifies best-practice solutions for data-driven management and analysis, including dashboard tools and key clinical metrics
- Leverages a developing data warehouse that will be used by the Chief Medical Information Officer's and Chief Information Officer's teams to measure health care quality performance and develop metrics
- Develops and provides dashboards to Senior Leaders of key performance indicators for the organization
- Recommends solutions and software that address the need for improvement, will identify and evaluate novel technologies and software tools for data-driven management, and will present these to Senior Leaders
- Periodically reports to Senior Leaders the efficiency, effectiveness, and quality of analytical tools currently being used or considered. This will also include follow-up analysis to ensure that the use of tools has successfully addressed the identified problem
- Provides data and dashboards to the Project Management Office of CCHHS
- Participates in a newly developing "data science group" that will develop dashboards and analytical tools for managing patient care in the domains of cost and quality
- Identifies and defines the involvement of stakeholders for access to key data sets
- Communicates the deliverables achievable through creation of an integrated analysis data set for the organization
- Brings a sophisticated data-driven approach to the development of long-term strategy
- Designs and performs critical analyses for strategic decision making
- Identifies key analyses required
- Gathers data from external resources

### **Typical Duties (continued)**

- Collects and disseminates data internally
- Performs analysis and present key findings to inform decision making process
- Facilitates guides and supports the clinical and operational teams in their decision making processes
- Identifies appropriate business sense and population analysis tools required for organizational decision making
- Performs other related duties as required and assigned

### **Reporting Relationship**

The Director of Decision Support reports to the Deputy Chief Executive Officer, Finance & Strategy.

### **Required Minimum Qualifications**

- Master's Degree from accredited institution
- Five (5) years prior relevant experience in a complex large organization utilizing population metrics
- Five (5) years' experience in health care data analysis using data sets obtained from the electronic health record
- Three (3) years of analytical experience in a managerial role
- Two (2) years of experience in a health care administrative capacity
- Experience with use of SAS for regression analyses
- Experience in multidisciplinary work with medical and non-medical professionals in health care, developing inventories of needed metrics and implementation of the metrics
- Previous experience in the use of SQL to access Cerner back-end systems
- Prior experience in a team environment having lead team based training initiatives
- Experience and success working in a collaborative fashion with both IT and non-IT personnel
- Proficiency in Microsoft Office products (Word, Excel, PowerPoint, Access)

### **Preferred Qualifications**

- Master's Degree from accredited institution in Healthcare Administration, Business Administration or a related field (e.g. Decision Sciences, Statistics) preparing a candidate for decision support role within a clinical setting; or, Master's level course work in decision sciences, statistics and data analysis
- Finance experience

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

- Extensive knowledge and mastery of SQL
- Considerable knowledge of the principles and practices of building, maintaining and managing relational database systems
- Knowledge of application analysis, design, build, modification, enhancement and troubleshooting techniques
- Demonstrated strong analytical and critical thinking skills
- Knowledge of Microsoft Office products (Word, Excel, PowerPoint) and data analysis software and tools

### **Knowledge, Skills, Abilities and Other Characteristics (continued)**

- Strong problem solving skills and result-oriented mentality
- Demonstrated managerial skills; ability to establish strong working relationships and to lead and motivate teams
- Ability to analyze data and provide recommendations
- Ability to discern and selectively communicate critical information
- Demonstrated ability to work in a team based environment and collaborate effectively with cross-function teams
- Strong communication skills; ability to communicate effectively with different functions of the organization
- Ability to maintain appropriate professional boundaries with all staff, trainees, and patients at all times
- Ability to demonstrate respect and sensitivity for cultural diversity, gender differences, and sexual orientation of patients and coworkers

### **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.

### **Working Conditions and Physical Demands**

General office environment where work is generally sedentary in nature, but may require standing and walking for up to 60% of the time. Environment is fast paced and some stress may occur. Visual acumen and manual dexterity for working with computer and keyboards is required.

**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.**

Approval:

\_\_\_\_\_  
Douglas Elwell  
Deputy Chief Executive Officer, Finance & Strategy

\_\_\_\_\_  
Date

Approval:

\_\_\_\_\_  
Gladys Lopez  
Chief Human Resources Officer

\_\_\_\_\_  
Date

# County of Cook

Human Resources  
750 S. Wolcott  
Room: G-50  
Chicago, IL 60612



Job Code: 8037  
Grade: 24  
FLSA: Exempt

## STANDARD JOB DESCRIPTION

**JOB TITLE**  
**Director of Enrollment and Outreach,  
Managed Care**

**DEPARTMENT**  
**Managed Care**

### **Job Summary**

The Director of Enrollment and Outreach, Managed Care is primarily responsible for the leadership and direction of all enrollment and outreach activities for Cook County Health & Hospitals System (CCHHS) Managed Care. This position oversees the daily activities and operations necessary to build a network of eligible patients to participate in the County health plan.

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

### **Typical Duties**

#### **General Administrative Responsibilities**

##### Management

- Contributes to the management of CCHHS staff and CCHHS' systemic development and success
- Discusses and develops CCHHS system policies and procedures
- Consistently uses 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
- Works with Labor Relations to discern past practice when necessary

##### Supervision

- Directs and effectuates CCHHS management policies practices
- Accesses and proficiently navigates CCHHS records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements

##### Collective Bargaining

- Reviews applicable Collective Bargaining Agreements and consults with Labor Relations to generate management proposals
- Participates in collective bargaining negotiations, caucus discussions and working meetings

### **Typical Duties (continued)**

#### Discipline

- Documents, recommends and effectuates discipline at all levels
- Works closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements
- Initiates, authorizes and completes disciplinary action pursuant to CCHHS system rules, policies, procedures and provision of applicable Collective Bargaining Agreements

### **Other Responsibilities**

- This position is responsible for establishing and administering enrollment policies and procedures for all CCHHS managed care arrangements and, as directed, for other CCHHS networks
- Oversees CCHHS application assistance vendor contract to ensure their daily operations and enrollment processes are the most efficient and effective methods utilized in enrollment activities
- Works in collaboration with the Director of Managed Care and System Transformation and the managed care leadership team to establish short term and long term enrollment goals
- Assures all planning and implementation activities are conducted in collaboration with stakeholders throughout the CCHHS system – Carelink, patient access, finance, ACHN, PCMH services, and contracted providers
- Assures continuous improvement in all related administrative activities through establishment, monitoring and updating of internal and contractor performance measurements
- Serves as a subject-matter-expert and liaison to state and federal personnel on eligibility policy and enrollment requirements related to Medicaid, Medicare, All Kids, Family Care, and the Affordable Care Act and other public or private coverage programs
- Coordinates all outreach activities with CCHHS public relations and marketing staff
- Provides continuous flow of complex information and work results to Managed care leadership
- Fields and promptly responds to questions and concerns presented by CCHHS leadership, CCHHS Board, Cook County leadership, enrollees, the public and others
- Performs other related duties as requested by the Director of Managed Care and System Transformation

### **Reporting Relationships**

The Director of Enrollment and Outreach, Managed Care reports to the Executive Director of Managed Care.

### **Required Minimum Qualifications**

- Bachelor's Degree in Health Care Administration or related field of business, or an Advanced Degree
- Seven (7) years of experience in a management or leadership capacity
- Three (3) years prior experience designing and implementing healthcare enrollment / recruitment strategies for low-income individuals
- Strong knowledge of eligibility policy and enrollment procedure related to Medicaid in Illinois
- Prior experience with quality improvement initiatives



### **Preferred Qualifications**

- Master's Degree preferred
- Experience with and/or worked for a Federally Qualified Health Center

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

- Strong problem solving skills used to anticipate and identify issues and to develop and implement appropriate solutions related to complex administrative processes
- Strong interpersonal skills are critical for enrollment and outreach activities as well as for building relationships with internal managed care team members and CCHHS leadership
- Strong verbal and written communication skills as this position will frequently present data, trends and performance results to members of upper management and CCHHS leadership
- Strong project management skills
- Strong knowledge of Microsoft Office products (Word, Excel, Access, PowerPoint, etc.)

### **Physical and Environmental Demands**

This position functions 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.

### **Working Conditions and Physical Demands**

General office environment where work is generally sedentary in nature, but may require standing and walking for up to 60% of the time. Environment is fast paced and some stress may occur. Visual acumen and manual dexterity for working with computer and keyboards is required.

**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.**

Approval:

\_\_\_\_\_  
Steven E. Glass  
Executive Director of Managed Care

\_\_\_\_\_  
Date

Approval:

\_\_\_\_\_  
Gladys Lopez  
Chief Human Resources Officer

\_\_\_\_\_  
Date

# County of Cook

Human Resources  
750 S. Wolcott  
Room: G-50  
Chicago, IL 60612



Job Code: 8038  
Grade: 24  
FLSA: Exempt

## STANDARD JOB DESCRIPTION

### JOB TITLE

Director of Finance-Cost Reimbursement

### DEPARTMENT

Cook County Health & Hospitals System,  
Finance

### Job Summary

The Director of Finance-Cost Reimbursement is responsible for overseeing all strategic and management initiatives related to governmental reimbursement including various supplemental revenue programs from various third party payers. The Director of Finance-Cost Reimbursement will work with State and Federal representatives to establish new programs and help determine the rates paid for these new programs. The Director of Finance-Cost Reimbursement is expected to function independently as well as collaborate with other Cook County Health & Hospitals System (CCHHS) finance team members in seeking reimbursement through these complex governmental financing initiatives. The Director is expected to propose new models of reimbursement to address opportunities under the Affordable Care Act. The Director of Finance-Cost Reimbursement is also responsible for reimbursement to CCHHS from non-governmental payers. The position is also responsible for managing the day to day functions of the CCHHS Cost & Reimbursement department

This position is exempt from Career Service under CCHHS Personnel Rules.

### Typical Duties

#### General Administrative Responsibilities

##### Management

- Contributes to the management of CCHHS staff and CCHHS' systemic development and success
- Discusses and develops CCHHS system policies and procedures
- Consistently uses 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
- Works with Labor Relations to discern past practice when necessary

##### Supervision

- Directs and effectuates CCHHS management policies practices
- Accesses and proficiently navigates CCHHS records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements

### **Typical Duties (continued)**

#### **Collective Bargaining**

- Reviews applicable Collective Bargaining Agreements and consults with Labor Relations to generate management proposals
- Participates in collective bargaining negotiations, caucus discussions and working meetings

#### **Discipline**

- Documents, recommends and effectuates discipline at all levels
- Works closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements
- Initiates, authorizes and completes disciplinary action pursuant to CCHHS system rules, policies, procedures and provision of applicable Collective Bargaining Agreements

#### **Other Responsibilities**

- Advocates and serves as a liaison in negotiations with HFS (Medicaid) and CMS (Medicare) in all CCHHS reimbursement issues with the emphasis of optimizing rates and revenues
- Responsible for the accurate and timely filing of all CCHHS Medicare, Medicaid, Blue Cross, Encounter Clinic, and CountyCare Cost Reports
- Reviews notices of program reimbursement and determines if issues should be appealed and files the appropriate appeal with the proper support
- Determines and recommends to management whether CCHHS should join with MCHC, IHA, or other organizations to participate in group appeals
- Implements policies and procedures to oversee adherence to governmental regulations to assure compliance to all appropriate reimbursement regulations
- Manages all relationships with auditors including Medicare, Medicaid, Blue Cross, DSH and Independent Financial Auditors
- Makes recommendations and develops new processes to optimize reimbursement for CCHHS hospitals and its affiliated clinics
- Prepares reports to match all costs under the 1115 waiver to reimbursement received through the program
- Participates in negotiations with State and Federal governments on future reimbursement issues due to the Affordable Care Act
- Troubleshoots for the revenue cycle team gaps or problems with the emphasis on maximizing reimbursement while adhering to all proper regulations
- Responsible for negotiating, compiling and reporting CCHHS inpatient and outpatient revenue, physician revenue and supplemental revenues including DSH & BIPA payments
- Maintains a comprehensive knowledge of new developments in the industry as well as changing regulatory requirements for Medicare, Medicaid, Blue Cross and other Third Party Payers
- Manages and works with consultants to maximize reimbursement to CCHHS
- Responsible for managing all employees in the CCHHS System Cost & Reimbursement Department
- Works directly with the CFO on all CCHHS reports to satisfy all State or Federal governmental requirements

### **Typical Duties (continued)**

- Ability to communicate effectively with third party payers, hospital organizations, and outside independent auditors
- Maintains a thorough knowledge of CCHHS's financial operations and budgeting as well as GAAP and GASB accounting policies and procedures
- Works with the CCHHS physician program director of resident education to insure CCHHS receives the maximum reimbursement for its educational programs.
- Performs other duties, as requested

### **Reporting Relationships**

The Director of Finance-Cost Reimbursement reports to the Chief Financial Officer - CCHHS.

### **Required Minimum Qualifications**

- Bachelor's (or higher level) Degree in Accountancy or Finance from an accredited college or university
- Five (5) years of experience in Hospital Cost and Reimbursement at a teaching facility
- Three (3) years of related supervisory experience

### **Required Knowledge Skills & Abilities**

- Highly proficient in the use of Excel, Access, Word, and Power Point
- Ability to organize and manage personnel
- Ability to communicate and negotiate effectively with a wide variety of individual
- Ability to present and operate at Board level
- Strong people management and leadership skills: ability to communicate and work well with people at all levels
- High level presentation skills: able to confidently present information publicly using a variety of media in different settings in both 1:1 settings and to large gatherings of clinical professionals (conferences, workshops, town halls, etc.)
- An extremely organized, disciplined, hands-on and process-oriented leader who is not afraid of digging into details when necessary
- Open leadership style: actively seeks out and supports collaborative thinking and problem solving with others in the organization
- Problem-solves and approaches work from a "return on investment" perspective
- Knowledgeable of how decisions impact all aspects of the business
- Approaches his/her work as an interconnected system.
- Ability to understand major objectives and break them down into meaningful action steps
- Demonstrates respect and sensitivity for cultural diversity and working with employees, co-workers, patients, clients of diverse backgrounds
- Strong interpersonal skills necessary for interfacing with management at all levels of the organization, building relationships within CCHHS and with external agencies
- Excellent communication skills
- Strong writing skills with a demonstrated ability to prepare written material for internal or external use
- Analytical skills; problem-solving skills

### **Required Knowledge Skills & Abilities (continued)**

- Strong decision making skills; ability to discern and selectively communicate critical information
- Attention to detail
- Work to deadlines
- Flexibility and adaptability in performing work duties
- Strong project management skills
- Ability work well under pressure
- Conflict management skills
- Ability to analyze data and provide recommendations
- Ability to work independently through the completion of projects and assignments
- Strong organizational skills

### **Physical and Environmental Demands**

This position functions 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.

### **Working Conditions and Physical Demands**

General office environment where work is generally sedentary in nature, but may require standing and walking for up to 60% of the time. Environment is fast paced and some stress may occur. Visual acumen and manual dexterity for working with computer and keyboards is required.

**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.**

Approval:

\_\_\_\_\_  
Ekerete Akpan  
Chief Financial Officer - CCHHS

\_\_\_\_\_  
Date

Approval:

\_\_\_\_\_  
Gladys Lopez  
Chief Human Resources Officer

\_\_\_\_\_  
Date

# County of Cook

Human Resources  
750 S. Wolcott  
Room: G-50  
Chicago, IL 60612



Job Code: 8039  
Grade: 24  
FLSA: Exempt

## STANDARD JOB DESCRIPTION

### JOB TITLE

Director of Health Information Management

### DEPARTMENT

Finance

### Job Summary

Reporting to the Cook County Health & Hospitals System's (CCHHS) Chief Financial Officer – CCHHS, the Director of Health Information Management (HIM) is responsible for assessing, directing, and coordinating all health information management functions and resources of the Health System to improve and contribute to the accurate and efficient capture, management, and collection of patient service revenue. This position will have ultimate responsibility for managing the following processes within HIM: coding, release of information, record management, chart analysis, and transcription.

This position is exempt from Career Service under CCHHS Personnel Rules.

### Typical Duties

#### General Administrative Responsibilities

##### Management

- Contributes to the management of CCHHS staff and CCHHS' systemic development and success
- Discusses and develops CCHHS system policies and procedures
- Consistently uses 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
- Works with Labor Relations to discern past practice when necessary

##### Supervision

- Directs and effectuates CCHHS management policies practices
- Accesses and proficiently navigates CCHHS records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements

##### Collective Bargaining

- Reviews applicable Collective Bargaining Agreements and consults with Labor Relations to generate management proposals
- Participates in collective bargaining negotiations, caucus discussions and working meetings

### **Typical Duties (continued)**

#### **Discipline**

- Documents, recommends and effectuates discipline at all levels
- Works closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements
- Initiates, authorizes and completes disciplinary action pursuant to CCHHS system rules, policies, procedures and provision of applicable Collective Bargaining Agreements

#### **Other Responsibilities**

- Collaborates with the Vice President of Revenue Cycle Operations in developing the overall strategy for Health Information Management
- Provides oversight for the daily functioning of coding, release of information, record management, chart analysis and transcription
- Collaborates on establishing, maintaining departmental goals, objectives and evaluating process toward their attainment
- Develops/maintains revenue cycle dashboard for internal management of department and as a monitoring tool for executives
- Devises, recommends and implements new and/or modified coding management strategies based on analytical data for appropriate reimbursement based on accurate documentation. This includes, but is not limited to, identifying appropriate staffing, redistribution of records within the coding teams, and developing/implementing coding query follow up processes
- Maintains appropriate internal control safeguards over accounts receivable numbers
- Works closely with CCHHS Information System department in developing and maintaining electronic health record and health information management systems for optimum performance of all health information management functions
- Applies regulatory standards and guidelines to medical record documentation practices and computer system applications to support revenue cycle goals and requirements for legal medical records
- Maintains comprehensive knowledge of contemporary health record practices and emerging technology (clinical information systems) to ensure that Cook County Health and Hospitals System Health Information Management services and infrastructure are progressive and effective
- Evaluates and plans for advanced technology to enhance the quality, privacy and security of Cook County Health and Hospitals Systems information assets
- Responsible for developing or approving policies, procedures, and budgets
- Accountable for recruiting, interviewing, hiring, performance monitoring, training and retention of motivated and competent managers, supervisors, technical and clerical staff
- Responsible for initiating/following through with disciplinary action and termination of staff in consultation with Human Resources and the Vice President of Revenue Cycle Operations
- Understands/interprets compliance regulations, standards and directives regarding governmental / regulatory agencies and/or third-party payers and how these regulations affect health information management and the creation/retention of medical records
- Actively participates in department and hospital committees, as well as in special projects
- Promotes quality management by initiating/participating in specific reviews and assists with quality monitoring

### **Typical Duties (continued)**

- Performs other duties requested by the Chief Financial Officer - CCHHS
- Adheres to all CCHHS and facility policies and procedures, including but not limited to code of ethics, hospital identification requirements and dress code policy
- Adheres to and supports the mission, vision, values, goals and objectives of CCHHS
- Completes annual educational requirements
- Maintains and complies with regulatory requirements

### **Reporting Relationships**

The Director of Health Information Management reports to the Chief Financial Officer - CCHHS.

### **Minimum Qualifications**

- Bachelor's Degree in Health Information Management or related Field
- Registered Health Information Administrator (RHIA) certification
- Five (5) years of experience in an acute care setting as a Health Information Management Director/Manager

### **Preferred Qualifications**

- Master's Degree in Health Information Management/Health Informatics

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

- Knowledge of hospital and physician coding and documentation practices to support reimbursement and record retention requirements
- Understanding of Federal, State, Local, and Agency healthcare laws, standards and regulations
- Ability to make competent professional judgments and decisions, understanding of the formal and informal organizational structure, demonstrating a desire and willingness to maintain and upgrade professional skills and education
- Should demonstrate strong problem solving and analytical skills
- Should be motivated to assume greater job responsibility
- Excellent oral and written communication skills, excellent interpersonal skills with groups and one on one
- Proficiency in Windows-based software including Word, PowerPoint and Excel
- Performs well in a multi-faceted and fast-paced environment both independently and as part of an interdisciplinary team
- Ability to respond calmly and professionally in stressful situations
- Demonstrated ability to strategically plan prioritize HIM functions with limited resources



### **Physical and Environmental Demands**

This position functions 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.

### **Working Conditions and Physical Demands**

General office environment where work is generally sedentary in nature, but may require standing and walking for up to 60% of the time. Environment is fast paced and some stress may occur. Visual acumen and manual dexterity for working with computer and keyboards is required.

**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.**

Approval:

\_\_\_\_\_  
Ekerete Akpan  
Chief Financial Officer - CCHHS

\_\_\_\_\_  
Date

Approval:

\_\_\_\_\_  
Gladys Lopez  
Chief Human Resources Officer

\_\_\_\_\_  
Date

# County of Cook

Human Resources  
750 S. Wolcott  
Room: G-50  
Chicago, IL 60612



Job Code: 8040  
Grade: 24  
FLSA: Exempt

## STANDARD JOB DESCRIPTION

**JOB TITLE**  
Director, Hospitality Services

**DEPARTMENT**  
Administration

### Job Summary

Under the direction of the Chief Operating Officer (COO) of Hospital Based Services, the Director of Hospitality Services is generally responsible for oversight, management and quality improvement in the areas of: dietary and nutrition, environmental services, patient transportation, CCHHS parking facilities and admitting and bed control.

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

### Typical Duties

#### General Administrative Responsibilities

##### Management

- Contributes to the management of CCHHS staff and CHHSS' systemic development and success
- Discusses and develops CCHHS system policies and procedures
- Consistently uses 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
- Works with Labor Relations to discern past practice when necessary

##### Supervision

- Directs and effectuates CCHHS management policies practices
- Accesses and proficiently navigates CCHHS records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements

##### Collective Bargaining

- Reviews applicable Collective Bargaining Agreements and consults with Labor Relations to generate management proposals
- Participates in collective bargaining negotiations, caucus discussions and working meetings

### **Typical Duties (continued)**

#### **Discipline**

- Documents, recommends and effectuates discipline at all levels
- Works closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements
- Initiates, authorizes and completes disciplinary action pursuant to CCHHS system rules, policies, procedures and provision of applicable Collective Bargaining Agreements

#### **Other Responsibilities**

- Oversees work of CCHHS supervisors, managers and contractors in the areas of dietary/nutrition, environmental, patient transportation, CCHHS parking facilities and admitting and bed control services provided in all CCHHS facilities and ensures that such contractors are fully completing contract performance and meeting the contract's key performance indicators
- Develops and manages key performance indicators for all contracts and contract services
- Promotes a customer service mindset at all times to both internal and external customers
- Ensures patient satisfaction and good public relations through the safe and efficient use of resources
- Oversees and manages the day to day operation of all hospitality and access service operations
- Provides guidance regarding the receipt and fulfillment of requests to transport patients, medical escorts and/or supplies to various departments across all CCHHS facilities and ensures that such services meet the performance standards set by CCHHS
- Leads and motivates hospitality and access services management staff to achieve operating efficiencies in quality of service, patient satisfaction, and financial performance
- Stays current on all food safety and sanitation codes, ensures that all government regulations are adhered to and participates in government audits
- Defines strategic goals for future organizational performance, decides on the tasks and use of resources needed to attain them and influences and motivates employees to achieve organizational goals
- Recommends new policies, procedures, programs and services for continual improvement
- Stays current on industry standards and introduces innovative programs to improve performance and customer satisfaction
- Assists in financial success through cost containment and maximization; reviews financial trends and guidelines and makes recommendations based on information/data
- Develops operational standards and inspects locations for compliance and adherence to policies and procedures
- Works closely with materials management to efficiently procure necessary supplies and services
- Works with labor relations and labor partners to ensure staff satisfaction and engagement
- Confers with and accompanies regulatory agency surveyors during inspections, when necessary
- Assists with the creation of the annual budgets (capital and operating) for hospitality related services
- Ensures compliance with the regulations of The Joint Commission and any other regulatory agencies
- Oversees the management of purchased service contracts that are included in the budgets (e.g. pest and rodent control, window washing, cleaning services etc.) to ensure quality control, accountability and delivery of the services as outlined such contracts

### **Typical Duties (continued)**

- Reviews recommendation from CCHHS contractors regarding the development of a comprehensive recycling program to incorporate recycling and green initiatives as part of CCHHS's environmental services programs
- Assists students, faculty, staff, patients and visitors in maintaining compliance with parking rules and regulations
- Organizes the provision of training to enhance the development of the CCHHS employees
- Participates in labor disputes and union negotiations as requested by CCHHS Human Resources and Labor Relations
- Creates a culture of service and excellence to provide the highest quality of healthcare to the patients of CCHHS
- Develops an effective leadership team and creates a culture where succession planning is in place for all senior positions
- Creates an environment that values and seeks excellence
- Performs other duties as assigned

### **Reporting Relationships**

The Director of Hospitality Services reports to the Chief Operating Officer, Hospital Based Services.

### **Required Minimum Qualifications**

- Graduation from an accredited college or university with a Bachelor's degree
- Five (5) years of work experience in a health care or hospital environment with responsibility for one or more of the following: dietary and nutrition, environmental services, patient transportation, parking facilities or bed control; or
- Three (3) years of work experience in a health care or hospital environment with responsibility for one or more of the following: dietary and nutrition, environmental services, patient transportation, parking facilities or bed control and one (1) year of supervisory / management experience

### **Preferred Qualifications**

- A Master's or advanced degree from an accredited college or university
- Five (5) years of supervisory/management experience
- Experience with a unionized workforce
- Previous public healthcare system experience

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

- Ability to balance competing priorities and agendas
- Effective communication skills
- Strong analytical skills
- Ability to use sound judgment and make sound decisions
- Effective interpersonal and negotiating skills

### **Knowledge, Skills, Abilities and Other Characteristics (continued)**

- Strong delegation skills and the ability to hold subordinates accountable
- Credibility and high integrity
- Ability to build effective teams and to lead, mentor and develop management
- Ability to work with health system governing body, community organizations, and the media
- Creative problem solver, who can manage conflict effectively and in an objective manner, is energized by challenges and change and can conceive of solutions that are within the financial constraints of the organization
- Knowledge of applicable Federal and State laws and regulations related to the healthcare industry
- Sensitivity and respect in caring for patients and in dealing with clients of diverse backgrounds
- Knowledge and experience with hospital accreditation and regulatory requirements
- Excellent conflict resolution and negotiation skills
- Excellent communication skills to prepare materials and to correspond with CCHHS personnel and the general public
- Process driven and able to develop leaders into a cohesive team working together to improve the programs within CCHHS facilities
- Knowledge of basic financial, budgetary and accounting practices
- Experience in budgeting and cost management
- Knowledge of food sanitation standards

### **Physical and Environmental Demands**

This position functions 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.

### **Working Conditions and Physical Demands**

General office environment where work is generally sedentary in nature, but may require standing and walking for up to 60% of the time. Environment is fast paced and some stress may occur. Visual acumen and manual dexterity for working with computer and keyboards is required.

**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.**

Approval:

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Dr. John Jay Shannon  
Chief Executive Officer

---

Date

Approval:

---

Gladys Lopez  
Chief Human Resources Officer

---

Date

# County of Cook

Human Resources  
750 S. Wolcott  
Room: G-50  
Chicago, IL 60612



Job Code: 8041  
Grade: 24  
FLSA: Exempt

## STANDARD JOB DESCRIPTION

**JOB TITLE**  
**Director of Internal Audit**

**Department**  
**Administration**

### **Job Summary**

The Director of Internal Audit for the Cook County Health and Hospital System (CCHHS) is responsible for supporting the Audit Committee of the Board of Directors allowing it to accomplish its charter and helping to ensure that established financial, operational and compliance practices are adequate and operating effectively across the "System".

This position is exempt from Career Service under CCHHS Personnel Rules.

### **Typical Duties**

#### **General Administrative Responsibilities**

##### **Management**

- Contributes to the management of CCHHS staff and CCHHS' systemic development and success
- Discusses and develops CCHHS system policies and procedures
- Consistently uses 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
- Works with Labor Relations to discern past practice when necessary

##### **Supervision**

- Directs and effectuates CCHHS management policies practices
- Accesses and proficiently navigates CCHHS records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements

##### **Collective Bargaining**

- Reviews applicable Collective Bargaining Agreements and consults with Labor Relations to generate management proposals
- Participates in collective bargaining negotiations, caucus discussions and working meetings

### **Typical Duties (continued)**

#### **Discipline**

- Documents, recommends and effectuates discipline at all levels
- Works closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements
- Initiates, authorizes and completes disciplinary action pursuant to CCHHS system rules, policies, procedures and provision of applicable Collective Bargaining Agreements

### **Other Responsibilities**

The Director of Internal Audit is responsible for leading the organization's internal audit services including:

- Identifying the organization's strategic, operational, financial and compliance risk areas, preparing a system-wide audit program sufficient in scope to meet the requirements of the Audit Committee, the external auditors and management.
- Providing internal audit services to help senior and operations management effectively manage those risks identified in the plan or that may arise.
- Providing counsel on new business developments, new system implementations and other strategic initiatives to ensure internal controls are considered and designed into the process, thus ensuring the likelihood of success.
- Developing professionals to provide superior internal audit and risk management services and assume significant financial and operational managerial positions within the company.
- Maintaining strong relationships with system and operating level leadership, communicating emerging best practices and providing internal control awareness and training for managers throughout the organization.
- Presenting reports and other information to the Audit Committee and executive management to enable them to discharge their responsibilities and to be knowledgeable about the state of the organization's system of internal control and risk management processes.
- Coordinating internal audit and risk management activities with the external auditors and regulatory authorities.

### **Reporting Relationships**

The Director of Internal Audit reports to the Chief Executive Officer with a dual reporting relationship to the CCHHS Board Chair. The Director reports to the CCHHS Audit Committee as needed to meet the requirements of the audit charter, audit findings and pertinent issues relative to the function.

### **Required Minimum Qualifications**

- Graduation from an accredited college or university with a Bachelor's degree in Accounting, Business Administration or related field.
- Certified Public Accountant (C.P.A.) certificate.
- Five (5) years' work experience in healthcare public accounting and auditing.
- A minimum of five (5) years of internal auditing experience is required.



### **Required Minimum Qualifications (continued)**

- Five (5) years' of experience in a managerial role.
- Demonstrates knowledge of federal, state and local requirements.

### **Preferred Qualifications**

- A Master's degree in Healthcare Administration, Business Administration, or other related field.
- Certified Internal Auditor (C.I.A.).

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

- Demonstrates financial and analytical skills.
- Thorough knowledge of Generally Accepted Accounting Principles (GAAP), tax, cost accounting, and evaluation of controls within internal processes and systems.
- Knowledge of risk assessment methodologies and risk based auditing.
- Knowledge of accounting principles, audit standards, internal control theory, and fraud indicators.
- Demonstrated analytical and critical thinking skills. Ability to understand and apply concepts and terminology unique to Healthcare industry.
- Ability to analyze and interpret qualitative and quantitative data, prepare reports and propose solutions to specific problems and complex issues.
- Excellent communication skills to prepare written materials, correspond with administrative personnel, hospital personnel and the general public.
- Highly developed interpersonal skills. Skilled in Microsoft Office Suites.

### **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.

### **Working Conditions and Physical Demands**

General office environment where work is generally sedentary in nature, but may require standing and walking for up to 60% of the time. Environment is fast paced and some stress may occur. Visual acumen and manual dexterity for working with computer and keyboards is required.

**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.**

Approval:

\_\_\_\_\_  
Dr. John Jay Shannon  
Chief Executive Officer

\_\_\_\_\_  
Date

Approval:

\_\_\_\_\_  
Gladys Lopez  
Chief Human Resources Officer

\_\_\_\_\_  
Date

# County of Cook

Human Resources  
750 S. Wolcott  
Room: G-50  
Chicago, IL 60612



Job Code: 8042  
Grade: 24  
FLSA: Exempt

## STANDARD JOB DESCRIPTION

**JOB TITLE**  
**Director of Life Safety**

**DEPARTMENT**  
**Administration**

### **Job Summary**

The Director of Life Safety identifies and provides leadership and daily oversight for all life safety management activities within the Cook County Health and Hospitals System (CCHHS). Is responsible for identifying and implementing organizational policies around Life Safety and Environment of Care in accordance with applicable local county, state, federal and regulatory requirements.

Provides strategic direction and leadership to ensure all CCHHS buildings and facilities, system-wide, operate within the environment of care standards and are in compliance with regulatory agency requirements including TJC, OSHA, EPA and FDA, as well as compliance with local agencies such as the Chicago Fire Department and the Illinois Department of Public Health, etc.

Areas of responsibility include Fire Safety, Emergency Management, Environmental Safety, and Hazardous Material and Regulated Waste Management.

This position is exempt from Career Service under CCHHS Personnel Rules.

### **Typical Duties**

#### **General Administrative Responsibilities**

##### **Management**

- Contributes to the management of CCHHS staff and CCHHS' systemic development and success
- Discusses and develops CCHHS system policies and procedures
- Consistently uses 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
- Works with Labor Relations to discern past practice when necessary

##### **Supervision**

- Directs and effectuates CCHHS management policies practices

### **Typical Duties (continued)**

- Accesses and proficiently navigates CCHHS records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements

#### **Collective Bargaining**

- Reviews applicable Collective Bargaining Agreements and consults with Labor Relations to generate management proposals
- Participates in collective bargaining negotiations, caucus discussions and working meetings

#### **Discipline**

- Documents, recommends and effectuates discipline at all levels
- Works closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements
- Initiates, authorizes and completes disciplinary action pursuant to CCHHS system rules, policies, procedures and provision of applicable Collective Bargaining Agreements

### **Other Responsibilities**

- Responsible for the development, implementation, and monitoring of system-wide life safety policies and procedures to ensure all CCHHS buildings and faculties provide a safe environment for patients, employees, vendors, and visitors
- Ensure that policies and procedures are updated and provide continuous compliance with standards of all pertinent regulatory agencies
- Direct and oversee performance of staff and outside contractors to ensure staff follows all approved policies and procedures
- Conduct performance reviews and establish performance goals for staff. Represent department in all labor disputes or union hearings. This is a confidential position
- Serve as CCHHS representative to external regulatory agencies. Establish positive working relationships with agency representatives and mutual aid partners
- Serve as Chairperson of the Safety Committee. Oversee and train life safety and emergency response teams
  - Coordinate drills and exercises for emergency response and evacuation in cooperation with site Life safety Coordinators and site specific emergency response teams
  - Establish and maintain emergency supplies and equipment
  - Conduct emergency response program compliance and effectiveness audits
  - Develop consistent messaging to employees about emergency preparedness at work
  - Work with all lines of business to promote that all aspects of the program are implemented and effective
  - Ensure continuous improvement of Life Safety Department by assessing activities, providing necessary resources, communicating with employees, gathering benchmarking information, visiting other external facilities, attending conferences, conducting internal audits, etc.
- Conduct risk assessments such as construction risk assessments, hazard surveillance rounds, and fire drills
- Prepare and review plans of correction in response to identified or cited safety deficiencies

### **Typical Duties (continued)**

- Prepare reports on life safety activities including, hazard surveillance rounds, fire drill performance, complaint investigation, and summary of corrective actions
- Direct and coordinate life safety plans during environmental emergency occurrences
- Lead the development and implementation of a Safety Education Orientation Program for new employees and as continuing education for all employees
- Develop and implement a hospital-wide Respiratory Protection Program
- Develop and implement an Occupational Accident/Injury Prevention Program
- Investigate environmental safety complaints, oversee corrective actions. Prepare and review plans of correction in response to cited safety deficiencies
- Confer with and accompany regulatory agency surveyors during inspections
- Confer with Facilities Management staff regarding project design and construction requirements
- Enhancing personal and professional development through attendance of regulatory agency and life safety association seminars

### **Reporting Relationship**

The Director of Life Safety reports to the Executive Director of Facilities.

### **Required Minimum Qualifications**

- Bachelor's (or higher level) degree from an accredited college or university
- Seven (7) years' experience in a life safety, fire safety, or emergency response position
- Three (3) years' experience in a safety leadership capacity
- Three (3) years prior experience in a safety role within a hospital or healthcare environment or (3) years prior experience overseeing life safety for an organization with multiple buildings and facilities

### **Preferred Qualifications**

- Masters of Science Degree in Health Services Administration
- Prior experience in a union environment
- Completion of OSHA 30 hour Compliance Course
- Certified Safety Professional (CSP) or Construction Health and Safety Technologist (CHST), or Certification as a Healthcare Safety Professional (CHSP)
- Certified Health Care Protection Administrators (CHPA) through the International Association of Health Care Security and Safety, or eligible to be certified within one year of hire date
- Proficiency with Microsoft Office Suite products

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

- Positive interpersonal communication skills. The ability to build relationships within the organization and to represent CCHHS with appropriate regulatory agencies
- Strong written and verbal communication skills. Ability to write procedures, as well as prepare reports and effectively present information in meetings
- Experience facilitating meetings and employee training sessions

### **Knowledge, Skills, Abilities and Other Characteristics (continued)**

- Strong decision making skills. Ability to exercise discretion and make wise decisions during crises or emergency situations
- Strong organizational skills and project management skills
- Proficient in Microsoft Office products; Word, Excel, PowerPoint

### **Physical and Environmental Demands**

This position functions 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.

### **Working Conditions and Physical Demands**

General office environment where work is generally sedentary in nature, but may require standing and walking for up to 80% of the time. Environment is fast paced and some stress may occur. Visual acumen and manual dexterity for working with computer and keyboards is required.

**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.**

Approval:

\_\_\_\_\_  
Samuel Williams  
Executive Director of Facilities

\_\_\_\_\_  
Date

Approval:

\_\_\_\_\_  
Gladys Lopez  
Chief Human Resources Officer

\_\_\_\_\_  
Date

# County of Cook

Human Resources  
750 S. Wolcott  
Room: G-50  
Chicago, IL 60612



Job Code: 8043  
Grade: 24  
FLSA: Exempt

## STANDARD JOB DESCRIPTION

### JOB TITLE

Director of Marketing and Brand Management

### DEPARTMENT

Administration

### Job Summary

This director will serve as organization's leading expert in a newly created position to develop and advance the brand of the organization including its managed care products externally, as well as to deploy branding to promote a patient-centered service culture internally.

As health reform unfolds, the Cook County Health & Hospitals System (CCHHS) will be offering managed care plans that will compete with top-branded insurance products. Further, CCHHS will be collaborating with highly regarded local delivery systems to enroll and serve patients. CCHHS marketing message will be reaching a public that include many individuals who will be obtaining insurance and purchasing power in the health care marketplace for the first time. To succeed as a new entrant offering managed care products, CCHHS will need a branding and promotion effort to build membership, both to attract new members as well as to engage and retain current patients.

Hand in hand with external branding, CCHHS will need an internal branding mechanism to raise investment in the patient and staff experience as a key strategic system-wide goal. CCHHS also requires marketing functions to support other strategic efforts of top importance to system mission and goals.

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

### Typical Duties

#### General Administrative Responsibilities

##### Management

- Contributes to the management of CCHHS staff and CHHSS' systemic development and success
- Discusses and develops CCHHS system policies and procedures
- Consistently uses 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
- Works with Labor Relations to discern past practice when necessary

### **Typical Duties (continued)**

#### Supervision

- Directs and effectuates CCHHS management policies practices
- Accesses and proficiently navigates CCHHS records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements

#### Collective Bargaining

- Reviews applicable Collective Bargaining Agreements and consults with Labor Relations to generate management proposals
- Participates in collective bargaining negotiations, caucus discussions and working meetings

#### Discipline

- Documents, recommends and effectuates discipline at all levels
- Works closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements
- Initiates, authorizes and completes disciplinary action pursuant to CCHHS system rules, policies, procedures and provision of applicable Collective Bargaining Agreements

### **Other Responsibilities**

- Set budgets and priorities for all internal and external marketing and branding initiatives in an under-resourced environment with little history or experience with marketing functions
- Conduct ongoing market analysis, interpret and present findings, and use data to set goals with metrics for positioning CCHHS facilities and its managed care products in the competitive marketplace
- Serve as a top advisor to explain and interpret the role of marketing and branding in the success of CCHHS critical initiatives
- Collaborate with executive director of managed care and other leaders to develop and implement a comprehensive managed care branding strategy focused on patient enrollment that will also serve to project a positive image among network participants, payers and civic leaders watching the progress of new CCHHS initiatives
- Engage and manage contractual relationships with one or more marketing firms to further develop the CountyCare brand and develop any new brands needed for the launch of a competitively positioned CCHHS managed care products
- Direct CCHHS branding and campaign processes, managing brand-related contracts, and collaborating with internal leadership to animate comprehensive external and internal promotion strategies
- Collaborate with the director of patient satisfaction to develop and launch an internal CCHHS campaign, integrated with other CCHHS marketing strategies, that unifies our organization's focus on mission-oriented patient service
- Establish evaluation mechanisms to assess the effectiveness of branding and marketing efforts



### **Reporting Relationships**

The Director of Marketing and Brand Management reports to the Executive Director of Communications.

### **Required Minimum Qualifications**

- Bachelor's degree
- Five (5) years professional experience in a management or leadership role in marketing or health care marketing, brand management, advertising, planning or related role

### **Preferred Qualifications**

- Master's degree
- Experience in health administration, planning, analysis, etc.

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

- Strong marketing campaign planning, execution, management and assessment skills
- Brand development and management skills
- Strong analytic and business planning skills, able to assess external market factors and apply them to decision-making about marketing strategy
- Able to apply creativity and imagination in an under-resourced environment
- Excellent presentation skills
- Ability to discern strategic content and effectively communicate critical information
- Strong interpersonal and team participation skills
- Strong team facilitation and conflict management skills
- Respect for the mission, goals and strategic direction of the organization

### **Physical and Environmental Demands**

This position functions 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.

### **Working Conditions and Physical Demands**

General office environment where work is generally sedentary in nature, but may require standing and walking for up to 80% of the time. Environment is fast paced and some stress may occur. Visual acumen and manual dexterity for working with computer and keyboards is required.

**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.**

Approval:

\_\_\_\_\_  
Caryn Stancik  
Executive Director of Communications

\_\_\_\_\_  
Date

Approval:

\_\_\_\_\_  
Gladys Lopez  
Chief Human Resources Officer

\_\_\_\_\_  
Date

# County of Cook

Human Resources  
750 S. Wolcott  
Room: G-50  
Chicago, IL 60612



Job Code: 8044  
Grade: 24  
FLSA: Exempt

## STANDARD JOB DESCRIPTION

**JOB TITLE**  
**Director of Media**

**DEPARTMENT**  
**Administration**

### Job Summary

The Director of Media will provide strategic communications counsel to the Cook County Health & Hospitals System (CCHHS) and execute a media relations strategy that builds awareness and credibility for the nation's third largest public health system, both as a medical provider, training facility, safety net institution and employer.

Under the direction of the Executive Director of Communications, the Director of Media will lead efforts to raise the profile of the Cook County Health & Hospitals System, its services, facilities, leaders and training programs as well as its medical experts by leveraging existing local and national media relationships and fostering and developing new ones. The successful candidate will build a comprehensive media strategy, in concert with the organization's strategic direction, policy initiatives and priorities, utilizing all media available, including but not limited to mainstream and industry print, broadcast and social media outlets.

The Director of Media will serve as the primary media contact for proactive and reactive stories, develop and pitch story ideas and build relationships with local and national media, including relevant trade publications. The Director of Media Relations will be expected to develop original story ideas as well as appropriately leverage current events, news stories and social media discussions for the benefit of CCHHS. The Director of Media Relations will serve as a key spokesperson for the System.

The Director of Media will organize press events, produce news releases, media briefs, fact sheets and other collateral material to promote or support CCHHS's programs, services or positions. The Director of Media Relations will develop and execute a social media strategy that engages patients, media and health care professionals, CCHHS employees and the general public.

The Director of Media will play a key role in crisis communications and issues management and will be part of the Hospital Incident Command System (HICS). The Director of Media Relations will develop policies to guide the organization and its employees in all aspects of media relations.

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

## **Typical Duties**

### **General Administrative Responsibilities**

#### Management

- Contributes to the management of CCHHS staff and CHHSS' systemic development and success
- Discusses and develops CCHHS system policies and procedures
- Consistently uses 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
- Works with Labor Relations to discern past practice when necessary

#### Supervision

- Directs and effectuates CCHHS management policies practices
- Accesses and proficiently navigates CCHHS records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements

#### Collective Bargaining

- Reviews applicable Collective Bargaining Agreements and consults with Labor Relations to generate management proposals
- Participates in collective bargaining negotiations, caucus discussions and working meetings

#### Discipline

- Documents, recommends and effectuates discipline at all levels
- Works closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements
- Initiates, authorizes and completes disciplinary action pursuant to CCHHS system rules, policies, procedures and provision of applicable Collective Bargaining Agreements

### **Other Responsibilities**

- Develop and execute a comprehensive proactive earned media strategy that builds awareness of CCHHS's stature as the third largest public health system in the nation along with its superior reputation as a training and safety-net facility meeting the healthcare needs of the community
- Confer with leadership, department chairs and program directors to identify opportunities to garner media coverage that supports the hospital's overall mission, activities, expertise and events
- Continually harvest, develop and pitch innovative story ideas to raise awareness of the CCHHS and further position it as an innovative and patient-centric leader in the healthcare delivery system
- Serve as the 24-7 central clearinghouse for all media seeking comment or information from CCHHS
- Respond to all media inquiries in a timely manner. Prepare CCHHS leaders for media interviews
- Serve as a primary CCHHS spokesperson
- Raise the profile of CCHHS and its top executives and experts with both mainstream media and new media. Provide media and speakers training and evaluation to CCHHS leaders
- Through an expanded media presence, increase CCHHS followers/subscribers to social media vehicles and increase traffic to CCHHS websites

### **Typical Duties (continued)**

- Develop and maintain a comprehensive media database and track media hits and produce regular analysis reports
- Research, analyze, and interpret information to make strategic recommendations and evaluate and revise existing practices
- Write, edit and distribute editorial content including press releases, talking points, white papers, twitter chats and other genres as needed to uphold the highest standards of excellence in all written material and repurpose this information for CCHHS websites, newsletters and other channels
- Conduct media training and provide strategic media relations counsel to clinical and administrative spokespeople
- Develop, maintain and strengthen CCHHS's relationships with reporters, pundits, producers and editorial decision-makers at local and national media outlets
- Develop appropriate media relations policies for CCHHS staff
- Work with staff to leverage web platforms and social networking outlets to support over-arching communications goals
- Serve as a key member of the Hospital Incident Command System. Manage and present accurate and timely information reflecting CCHHS's positions during crisis situations
- Play a key role in crisis communication and issues management
- Collaborate with other County media professionals to deliver joint initiatives
- Work closely with the Directors of Public Relations, Marketing and Community Outreach and others to align events, projects and messaging
- Assist with writing and editing other CCHHS communications, publications, etc. as needed
- Perform all duties appropriately for a multi-cultural environment, treating all persons with dignity and respect and be familiar with and committed to the goals of CCHHS
- Serve as a professional and conscientious representative of CCHHS, maintaining confidentiality of appropriate information

### **Reporting Relationships**

The Director of Media reports to the Executive Director of Communications.

### **Required Minimum Qualifications**

- A Bachelor's, or higher level degree
- Five (5) years of relevant experience; preferably in a healthcare, government, nonprofit or trade association environment
- A general understanding of how the media operates, experience and proven success in developing pitches and garnering media placements
- Extensive knowledge and experience in social media platforms
- Must be a superior and fast writer with a talent for distilling messages and communicating with an array of audiences
- Must have strong project, time management and communication skills and keen attention to detail
- Must be highly organized, flexible, have the ability to thrive in a fast paced environment and handle multiple projects, with tight deadlines

### **Required Minimum Qualifications (continued)**

- Must be available 24-7 including weekends and holidays
- Solid administrative skills
- Proficiency with Microsoft Word, PowerPoint, Outlook, Excel

### **Preferred Qualifications**

- General understanding of healthcare policy and other governmental issues
- Demonstrated experience pitching and landing major stories in print and digital media, radio and television with excellent local and national media contacts
- Demonstrated experience as spokesperson in print, digital and broadcast media
- Proven track record in working with senior leadership and helping executives shape their messages
- Extensive experience in crisis and issues management
- Outstanding written and verbal communications skills—including new formats, MSM, and SM; working knowledge of new media best practices in a professional setting; and ability to adapt strategies and campaigns to changing press markets
- Capacity to quickly grasp new subjects and topics, along with comfort explaining complex subject matter in lay terms; strong interviewing and analytical skills; expertise in executing press conferences, briefings and other media events
- Ability to think strategically, shape projects and develop briefs for communication partners

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

- Strong project management and planning skills
- Strong analytical skills
- Ability to think creatively
- Results driven leadership and management skills with multi-tasking capabilities
- Exceptional written and verbal communications
- Ability to effectively interface and communicate with a wide range of constituencies
- Ability to administratively plan, prioritize and organize a large volume of work in a timely and efficient manner
- Ability to manage projects from inception to completion
- Ability to work effectively with media, employees, leadership and elected officials
- Ability to work in fast-paced environment with tight deadlines
- Ability to meet deadlines
- Ability to be flexible, manage multiple priorities
- Ability to build and maintain strong relationships

### **Physical and Environmental Demands**

This position functions 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.

### **Working Conditions and Physical Demands**

General office environment where work is generally sedentary in nature, but may require standing and walking for up to 85% of the time. Environment is fast paced and some stress may occur. Visual acumen and manual dexterity for working with computer and keyboards is required.

**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.**

Approval:

\_\_\_\_\_  
Caryn Stancik  
Executive Director of Communications

\_\_\_\_\_  
Date

Approval:

\_\_\_\_\_  
Gladys Lopez  
Chief Human Resources Officer

\_\_\_\_\_  
Date

# County of Cook

Human Resources  
750 S. Wolcott  
Room: G-50  
Chicago, IL 60612



Job Code: 8095  
Grade: 24  
FLSA: Exempt

## STANDARD JOB DESCRIPTION

### JOB TITLE

Director of Medicaid, Medicare and Managed Care Policy

### DEPARTMENT

Managed Care

### Job Summary

The Director of Medicaid, Medicare and Managed Care Policy is a leadership position with the Cook County Health & Hospitals System (CCHHS) Office of Managed Care that will monitor and analyze federal, state, and local health care policy legislation and regulations to provide the Office of Managed Care the support to strategically align CCHHS managed care plan with changing reimbursement methodologies and new integrated delivery system and managed care/care coordination models of care. The position will develop comments, perform research and communicate policy changes with CCHHS and managed care leadership.

In addition, this position works with CCHHS Director of Intergovernmental Affairs & Policy Government Affairs to positively position managed care and CCHHS opportunities as the Affordable Care Act is implemented in Illinois.

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

### Typical Duties

#### General Administrative Responsibilities

##### Management

- Contributes to the management of CCHHS staff and CHHSS' systemic development and success
- Discusses and develops CCHHS system policies and procedures
- Consistently uses 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
- Works with Labor Relations to discern past practice when necessary

##### Supervision

- Directs and effectuates CCHHS management policies practices
- Accesses and proficiently navigates CCHHS records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements



### **Typical Duties (continued)**

#### **Collective Bargaining**

- Reviews applicable Collective Bargaining Agreements and consults with Labor Relations to generate management proposals
- Participates in collective bargaining negotiations, caucus discussions and working meetings

#### **Discipline**

- Documents, recommends and effectuates discipline at all levels
- Works closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements
- Initiates, authorizes and completes disciplinary action pursuant to CCHHS system rules, policies, procedures and provision of applicable Collective Bargaining Agreements

### **Other Responsibilities**

- Represents managed care on Medicaid related public policy issues to elected and/or appointed officials, their staff, and relevant groups, within established policies and procedures of managed care
- Attends State of Illinois Medicaid Advisory Committee and subcommittee meetings to represent CountyCare and advocate on behalf of CCHHS
- Reviews and prepares analyses of proposed regulations, writes issue briefs, and contributes to the preparation of testimony, when applicable
- Works to promote managed care public policy priorities in state and local initiatives, publications and events
- Recommends a strategy to create opportunities for ongoing interface with policy decision-makers and for on-going dialogue regarding health care modernization and reform
- Builds and mobilizes relationships within the state and federal level that impact governmental managed care organizations
- Represents managed care in public policy coalitions and related organizations
- Works closely with CCHHS Intergovernmental and Policy team
- Educates CCHHS and managed care staff regarding potential changes to Medicaid, Medicare, Health Insurance Exchange and/or other health care system changes
- Defines key elements in the Medicaid debate and works with CCHHS leadership and managed care Directors to develop strategies to shape the debate
- Tracks state level Medicaid initiatives and shares information with CCHHS leadership and managed care Directors
- Provides oral and written information to CCHHS leadership and managed care Directors in an easily understandable manner to assure they are well informed of Medicaid related information, topics, issues, initiatives, legislation, etc.
- Provides guidance and oversight for the planning, design, development and implementation of quantitative or quality research projects on various Medicaid, Medicare and managed care topics

### **Reporting Relationships**

The Director of Medicaid, Medicare, and Managed Care Policy reports directly to the Executive Director of Managed Care

### **Required Minimum Qualifications**

- Bachelor's degree
- Seven (7) years of senior level experience working on health care system and policy issues, including Medicaid, Medicare, and the Affordable Care Act, that demonstrates capacity for senior-level organizational, staff, and project management
- Knowledge of governmental structures, the legislative process, and federal regulations that govern managed health care organizations
- Demonstrated expert-level, technical knowledge of the health care system generally, state and federal Medicaid, Medicare and managed care policy and program issues, specifically, as well as the ability to apply knowledge outside of subject matter expertise and a willingness to learn about new complex issues relating to the implementation of the Affordable Care Act
- Experience with and/or worked for a Federally Qualified Health Center
- Flexibility to accommodate overnight travel

### **Preferred Qualifications**

- Experience working for or with federal, state or local government or private entity as a lobbyist or advocate
- Experience with creating, organizing, analyzing and managing Medicaid and Medicare-related data sets

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

- Expert research, problem solving, and analytic skills, including the ability to analyze and understand health policy trends from the perspective of multiple Medicaid, Medicare and managed care policy and program stakeholders.
- Strong writing and editing skills, including experience in developing short issue briefs and memos and longer reports, as well as the ability to explain complicated policy concepts and quantitative results in a concise manner.
- Excellent verbal communication and presentation skills.
- Advanced Word, Excel, and PowerPoint skills.
- Ability to lead and work in teams with a positive, professional, and solution-oriented attitude.
- Experience in managing complex projects and meeting deadlines.

### **Physical and Environmental Demands**

This position functions 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.

### **Working Conditions and Physical Demands**

General office environment where work is generally sedentary in nature, but may require standing and walking for up to 60% of the time. Environment is fast paced and some stress may occur. Visual acumen and manual dexterity for working with computer and keyboards is required.

**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.**

Approval:

\_\_\_\_\_  
Steven Glass  
Executive Director of Managed Care

\_\_\_\_\_  
Date

Approval:

\_\_\_\_\_  
Gladys Lopez  
Chief Human Resources Officer

\_\_\_\_\_  
Date

# County of Cook

Human Resources  
750 S. Wolcott  
Room: G-50  
Chicago, IL 60612



Job Code: 8045  
Grade: 24  
FLSA: Exempt

## STANDARD JOB DESCRIPTION

### JOB TITLE

Director of Medical Staff Office

### DEPARTMENT

Medical Administration /  
Credentialing / Verification

### Job Summary

The Director of Medical Staff Office is responsible for administering medical staff services for Cook County Health and Hospitals System (CCHHS), including CountyCare. This entails overall management of credentialing services for physicians and mid-level practitioners; and overseeing privileging services and appeal process for physician and third-party providers. This position is responsible for maintaining continued accreditation and compliance with Federal, State and regulatory requirements. Serves on the Credentialing Committee and advises the leadership team on credentialing and privileging regulatory compliance, policies and procedures. Manages the medical services staff and oversees the accreditation compliance budget.

This position is exempt from Career Service under CCHHS Personnel Rules.

### Typical Duties

#### General Administrative Responsibilities

##### Management

- Contributes to the management of CCHHS staff and CHHS' systemic development and success
- Discusses and develops CCHHS system policies and procedures
- Consistently uses 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
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##### Supervision

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### **Typical Duties (continued)**

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### **Other Responsibilities**

- Leads the management and operations of the Medical Staff Office for credentialing verification, privileging and physician enrollment for CCHHS and Managed Care Providers (County Care)
- Ensures timely and proper credentialing and re-credentialing for all Medical Staff with clinical privileges
- Oversees the maintenance of the credentialing database and Physician Directory
- Researches and recommends information system enhancements to improve the retention and retrieval of credentials
- Obtains temporary admitting or consulting clinical privileges with appropriate department chair. Assists practitioners and physicians inquiring about and applying for Medical Staff privileges. Follows through with applications to the appropriate departments/committees
- Analyzes and formulates Credentialing and Privileging Policies and Practices. Stays current and knowledgeable on legal and regulatory requirements
- Serves as an expert resource on regulatory compliance. Advises Leadership Team on minimizing risk and limiting liability
- Supports the Medical Departments with the on-boarding process for Physicians, Mid-Level Practitioners and third-party Providers. May also assist in the orientation program
- Prepares and oversees budget for Credentialing such as certifications and licensure
- Manages the Credentialing and Privileging Services staff

### **Reporting Relationships**

The Director of Medical Staff Office Reports to Chief Medical Officer and works closely with the Executive Director, Managed Care.

### **Minimum Qualifications**

- Bachelor's Degree
- Certification by the National Association of Medical Staff Services (NAMSS) as a Certified Professional Staff Manager or Certified Professional Credentialing Specialist (CPCS)

**Minimum Qualifications (continued)**

- Seven (7) years of full time experience in Medical Staff Services, Credentialing, or Provider Privileging
- Three (3) years of experience managing staff

**Required, Knowledge, Skills, and Abilities**

- In depth knowledge of and the ability to interpret Federal and State Credentialing regulations

**Preferred Qualifications**

- Master's Degree

**Physical and Environmental Demands**

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**For purposes of the American with Disabilities Act, "Typical Duties" are essential job functions.**

Approval:

\_\_\_\_\_  
Dr. Claudia Fegan  
Chief Medical Officer

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Date

Approval:

\_\_\_\_\_  
Gladys Lopez  
Chief Human Resources Officer

\_\_\_\_\_  
Date