

Position Description: Chief of Services **(Critical Care/Pediatrics/Surgery)**

Position Summary

The Chief will be a member of the Executive Leadership Team, and will participate in the strategy development, operational direction, and decision-making at the highest level of the organization. The Chief will also be a standing member of the Professional Executive Committee. The Chief will partner with a Sr. Director of Clinical Services colleague for financial, clinical, and operational outcomes of the Service area. The Chief will report directly to the Chief Medical Officer with a dotted relationship to both the Chief Executive Officer and Chief Operating Officer.

As the most senior member of the clinical Service area, the Chief has responsibility and accountability, at a leadership level, to ensure that services and programs provided through the Service area are patient/family focused, clinically excellent, operationally efficient, and achieve effective outcomes in clinical quality, safety, cost, experience, and professional staff engagement. The focus of the Chief's leadership responsibility is to inspire, mentor, develop, and provide direction for the staff and program areas, including clinical services, clinical and health services research, professional/community education, safety, access, performance effectiveness. The Chief must coordinate the work of providers, physician consultants, interdisciplinary caregivers, and leaders of the associated services and programs. The Chief monitors and supports the clinical acumen and engagement of professional staff associated with the Service area and advances the knowledge, skill portfolio and professional involvement to meet current and future needs. This position will have a minimum expectation of 0.75 FTE.

Qualifications

- Board certified physician, eligible for licensure in Minnesota
- 5+ years of medical practice
- Progressive management and leadership experience preferred

Strong leadership skills, and the ability to work collaboratively and effectively in a complex environment. Professional knowledge appropriate to the service area as well as a familiarity with the fields of health services research, quality improvement, and safety. Provides leadership in translating such knowledge into daily clinical practice. Capacity to organize and lead change in a complex health care system. Ability to create a supportive organizational climate for working, learning, and caring. Understanding of health care delivery, financing, and regulation in a broad context. Knowledge of health care as process/system: the actions, processes, and individuals that act interdependently to meet the needs of individuals and communities. Knowledge and use of variation and measurement. Customer knowledge: understanding of the importance of measuring customer needs and preferences and using data to influence models of care that involve patient/family. Working knowledge of regulatory and accreditation standards and requirements. General understanding of health care financing, information technology, and processes of interdisciplinary care. Ability to work effectively in groups and understand and value the perspectives and responsibilities of others.

Major Responsibilities and Tasks:

Knowledge-Driven Care Delivery

- Ensures that services and programs within the portfolio of the Service area are aligned with the mission and vision of Children's.
- Leads evidence-based care design, research and improvement based on the needs and preferences of children and their families; shapes direction, provides oversight, participates, and ensures financial solvency of research.

- Serves as a resource and key physician spokesperson in professional subject matter, studies best practice and innovation, and integrates knowledge into clinical operations and patient care within the Service area.

Healing Environment of Care

- Oversees all patient care activities ensuring optimal achievable quality of patient care within the Service area
- Assists medical directors, clinical directors, and service/program managers in establishing priorities in patient care activities and providing for continuity and coordination of patient services within the Service area.
- Provides leadership and consultation to facilitate an innovative environment conducive to continued learning; ensures that care and/or service are uniform across sites as applicable.
- Fosters collegial relationships between physicians and other clinical staff based upon mutual trust, respect and common goals of quality patient care; creates vision, determines direction, inspires and aligns staff within the Service area.
- Works collaboratively with the hospital's medical staff to ensure continued satisfaction with existing hospital services and the clinical competence and responsiveness of the patient care staff.
- Models the values and standards of behavior of Children's Hospitals and Clinics.

Finance/Operations

- Provides administrative and clinical perspective in development, implementation and evaluation of the Strategic Plan and annual operating objectives within the Service area and across the organization.
- Oversees operational performance and reviews financial performance with Sr. Directors, Directors, Managers, and Business analysts.
- Oversees the clinical and service quality of all services and programs provided within the Service area; identifies opportunities for cross-departmental core processes (safety, access, finance, and experience).
- Contributes innovative approaches to cross-disciplinary and organizational efforts to reduce costs or increase profitability without negatively impacting quality of care and/or service.
- Leads and supports continuous performance improvement within the Service area portfolio, utilizing creative design, standardization and ongoing measurement.
- Partners with Marketing and Outreach in the development and support of outreach services within the upper Midwest region, to enhance continuity of care and improve professional relationships.

Regulatory Compliance / Accreditation

- Understands and supports adherence to relevant regulatory and accreditation standards (JCAHO, CMS, HCFA, Patient's Rights, etc)
- Promotes and protects patient rights through oversight and implementation of all relevant standards, policies, and procedures.

Philanthropy

- Actively engages in pursuit of foundation and philanthropic support of the Service within the Children's philanthropy/foundation strategy, and develops priorities for the use of philanthropic funds within the Service area and across the organization.