

ASSISTANT VICE PRESIDENT FOR HOSPITAL OPERATIONS

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this class is responsible for directing and coordinating the administration, organization, control and supervision of the operations of one of the Centers of Excellence at the Westchester Medical Center. Responsibilities include developing and implementing policies and operational practices, and coordinating and promoting the common activities of all constituent components in order to deliver the optimum level of care for the specific service. Incumbents ensure that operational goals are achieved efficiently and effectively. This position is also responsible for identifying potential or existing risks or liabilities relating to the respective programs and making appropriate recommendations to ensure quality care while maximizing revenue. Supervision is exercised over professional, medical, technical and clerical staff. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Develops, recommends and participates in the formulation of policies and procedures for the respective Center of Excellence at Westchester Medical Center and implements approved hospital policies;

Maintains total administrative responsibility and develops operational systems which ensure the optimum utilization of Center facilities and the effectiveness of related programs and activities including diagnostic, treatment, and preventive programs;

Plans, develops and implements new programs to maintain the Center as a leader in diagnostic, treatment and preventive services and strengthens existing clinical and administrative activities relating to respective services to enhance quality and promote overall effectiveness of the program;

Develops and implements operational procedures and practices to integrate services, ensure quality care and eliminate duplication;

Works with clinical staff to develop specialty services as well as innovative programs and procedures to make the Center more responsive to the needs of the community;

Develops, implements and evaluates programs and activities in concert with the New York Medical College designed to promote teaching and research in various diseases;

Develops a strategic plan consistent with the Medical Center's mission that will create future direction for the Center of Excellence;

Promotes the involvement of community hospitals and physicians in the Centers of Excellence at Westchester Medical Center and develops a marketing and public relations program designed to educate and inform both the professional community and the public at large of the programs and activities available through the Centers;

EXAMPLES OF WORK: (Illustrative only) (Con't)

Administratively responsible for assuring that the assigned services are in compliance with all standards and regulations set forth by the Joint Commission on the Accreditation of Hospitals (JCAHO) and New York State Department of Health;

Implements and monitors the Center's services to minimize the risks of loss and recommends corrective or preventive measures where necessary;

Establishes and maintains extensive contact with all levels of the hospital including Executive and Senior level staff, General Counsel's Office, etc.;

Develops and implements management techniques to improve services and operations;

Promotes managed care contracts that will expand market share in services at the Medical Center;

Identifies causes of clinical incidents relating to care and implements medical procedures to promote safety and reduce risk;

Develops, implements and monitors statistical reporting systems that generate data on the utilization of the Center;

Prepares the annual budget for the Center and monitors spending in conformance with established cost controls;

Prepares reports and maintains adequate records and files on the activities of the Center as required;

Attends meetings, conferences and seminars as required;

Accesses protected health information (PHI) in accordance with departmental assignments and guidelines defining levels of access (i.e. incidental vs. extensive);

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments;

May perform other incidental tasks, as needed.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Thorough knowledge of the principles and practices of hospital administration; thorough knowledge of the development, coordination and delivery of medical services, particularly those aspects related to services specific to the Centers; thorough knowledge of the regulations and codes of the Joint Commission on the Accreditation of Hospitals and the New York State Department of Health; thorough knowledge of administrative reporting and control procedures; good knowledge of acceptable business practices in dealing with contract agencies; good knowledge of the principles and practices of administrative supervision and decision making; knowledge of risk management issues in a hospital or health delivery setting; ability to deal effectively with lay and professional persons and gain their support and cooperation; ability to establish and maintain effective working relationships with a wide range of professional administrative, technical and clerical staff; ability to communicate effectively both orally and in writing; ability to effectively use computer applications such as spreadsheets, word processing, calendar, email and database software in performing work assignments; sound professional judgment; resourcefulness; initiative; tact; discretion; thoroughness; integrity; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: A Bachelor's Degree* and six years of management or administrative experience in a hospital or health care facility, three years of which must have been administering or managing clinical or technical services to patients, and one of which must have included supervisory experience over clinical or technical staff.

SUBSTITUTION: A Master's Degree* in Health Care, Health Science, Hospital Administration, Business Administration, or Public Administration may be substituted for one year of the general experience, but not for the three years of specialized experience that includes the one year of supervisory experience.

*SPECIAL NOTE: Education beyond the secondary level must be from an institution recognized or accredited by the Board of Regents of the New York State Education Department as a post-secondary, degree-granting institution.