

## **SCVH – HOSPITAL EXECUTIVE, OPERATIONS**

### **DEFINITION:**

Under the general direction of the County of Santa Clara Health System (CSCHS) - Chief Operating Officer, the SCVH-Hospital Executive, Operations is responsible for the general operations and related functions of specific hospitals or clinics within Santa Clara Valley Healthcare network; to maintain conditions for the effective and efficient operation of the hospital; and is responsible for developing goals and expectations that enable staff to deliver high quality, cost effective care and services within the specific hospital or clinic.

### **TYPICAL MANAGEMENT RESPONSIBILITIES:**

- Directs, administers and manages the all aspects of the day-to-day activities and operations of the assigned location within Santa Clara Valley Medical Center and its clinics;
- Manages the hospital's physical resources, capital and facilities and recommend actions related to physical facilities, policy, budget, personnel, and other subjects requiring approval by the County Executive and the Board of Supervisors;
- Provides leadership in evaluating and managing the financial management of the hospital, budget planning, capital and human resources, administrative, legal and compliance;
- Plans, organizes, directs, manages, and evaluates services, short- and long-term goals, objectives, policies, procedures, activities, programs, staff, and functions of assigned responsibilities;
- Develops, implements, evaluates, and monitors services and programs to ensure quality, safety, and compliance with applicable laws, regulations, and accreditation standards within assigned areas of responsibility;
- Designs, recommends, and initiates efficient, cost-effective approaches and programs to ensure that quality, timely, and appropriate services are provided;
- Responsible for hospital capital programs, building projects and expenditures;
- Participate in evaluating and representing SCVH on capital project committees and project teams, for overall project management including scope, financing, scheduling user requirements and campus wide issues, ensuring contractual agreements and obligation are met;
- Develop and maintain programs of continuous quality improvement, utilization management and risk management;
- Develop cooperative relationships with other hospitals, community agencies, and professional organizations for exchange of information and services;
- Serve as designee, in the absence of the CSCHS-Chief Operating Officer;
- Perform Disaster Service Worker duties as required; and
- Performs other related duties, as assigned.

### **EMPLOYMENT STANDARDS:**

Considerable training, education and experience which demonstrates the ability to perform the above tasks and the possession of the following knowledge and abilities below.

**Experience Note:** The required knowledge and abilities would typically be acquired through the attainment of a Master's degree, from an accredited college or university in Hospital Administration, Health Care Administration, or Business Administration or a closely related field and approximately 5 years of increasingly responsible experience in hospital management , a significant amount of which would have been in a senior management position in a health or hospital system preferably in a teaching hospital.

Knowledge of:

- Principles and practices of organization, administration, program development, financial planning, and budgeting;
- Principles and practices of personnel management, including human resources, performance evaluation, training, and labor relations;
- Principles of healthcare and hospital system organization and administration;
- Regulations and laws common to the operation of hospitals and healthcare organizations in California and accreditation program requirements;
- Current trends regarding budget, financial and administrative systems, and methods for assessing and resolving operational system issues;
- Current standards and trends related to healthcare and nursing services, as well as systems for safe, efficient, and quality care.

Ability to:

- Direct, prioritize, and manage comprehensive projects, and implement and monitor large systems and change processes;
- Identify problems and formulate constructive policies, procedures, and solutions to resolve issues;
- Work effectively with diverse client and community populations in planning and overseeing services and operations;
- Keep informed of current healthcare and administrative trends;
- Work effectively as a member of an interdisciplinary management team in a large healthcare system;
- Develop and organize medical services to effectively meet the needs of hospital clientele;
- Establish and maintain effective working relationships with a diverse group of representatives of other agencies or governmental units and citizen groups, dealing tactfully and persuasively within all situations;
- Delegate and coordinate among subordinates a broad span and multiple levels of administrative and managerial responsibilities;
- Manage and lead people, team build, connect staff both on an individual level and in large groups;
- Think strategically, anticipate future consequences and trends, and incorporate them into the organizational plan; and
- Effectively build organization and staff capacity, developing a top-notch workforce and the processes that ensure the organization runs smoothly.