

Code: 1348

Title: CHIEF OPERATIONS OFFICER – PIMA HEALTH SYSTEM

SUMMARY: Plans and administers the operational activities of Pima Health System (PHS) business functions.

DUTIES/RESPONSIBILITIES: (Work assignments may vary depending on the department's needs and will be communicated to the applicant or incumbent by the supervisor)

Plans, organizes and directs Operational Services Divisions which include Medical Claims Processing, Provider Services, Contracts, Member Services and Santa Cruz County Plan Management;

Participates in Plan executive management processes, including developing strategic, business continuity and corporate compliance plans and quality improvement processes;

Responsible for meeting all state and/or federal plan requirements for marketing, survey, client information, client transportation activities and provider services activities;

Responsible for compliance with all county, state and federal procurement and contracting rules and regulations;

Directs the maintenance of a provider network in order to ensure members' needs are met and to ensure continuity of care;

Negotiates difficult contracts and meets with medical directors, physicians and office managers as necessary;

Participates in the development of department policy and procedures and other departmental management activities;

Develops division and individual goals, objectives and performance measures;

Reviews, analyzes, and makes recommendations regarding proposed county, state and federal legislation, rules or regulations which may have an operational impact on PHS programs;

Directs and reviews the development of operational and administrative policies and procedures for areas of assignment;

Administers state and federal compliance reporting activities for all assigned areas;

Supervises the development of management data and data analysis for assigned areas;

Represents PHS at state and/or federal related programmatic sessions including but not limited to meetings, operation and financial reviews, bid preparation, etc.;

Directs and reviews the maintenance and updates of the Division Standards and Procedures Manual in accordance with department requirements;

Conducts performance appraisals, employee interviews and other personnel-related functions as necessary;

Represents the department director at meetings and functions and serves as designee in the their absence.

KNOWLEDGE & SKILLS:

Knowledge of:

- county, state and federal laws, rules, regulations, policies and procedures for area of assignment;
- principles and practices of administrative management and supervision;
- health care and managed care operational issues, trends and current practices;

Skill in:

- interpreting and applying appropriate laws, rules, regulations, policies and procedures to assigned activities;
- communicating effectively both orally and in writing;
- supervising and evaluating professional and support personnel.

MINIMUM QUALIFICATIONS:

A Bachelor's degree from an accredited college or university with a major in business, public administration, or health care administration or a closely related field as defined by the appointing authority and six years of related professional level experience preferably in health care including two years in a management or supervisory position.

(Additional relevant experience and/or education from an accredited college or university may be substituted)

OTHER REQUIREMENTS:

Physical/Sensory Requirements: Physical and sensory abilities will be determined by position.

This class specification is intended to indicate the basic nature of positions allocated to the class and examples of typical duties that may be assigned. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.