



Chief Administrative Officer, Clinical Services Job Description

JOB INFORMATION

| | |
|-------------------|-------------------------------------------------|
| Job Code: | 119079 |
| Job Title: | Chief Administrative Officer, Clinical Services |
| FLSA Status: | Exempt |
| Supervisory: | |
| Job Family: | Safety/Risk Management |
| Job Family Group: | Environmental Health and Safety |
| Management Level: | 3 Executive |

JOB SUMMARY

Responsible for the establishment, development, and executive oversight of a peer review organization that will oversee the quality of all University Allied Clinical Services (e.g., Dentistry, Pharmacy, Social Work) and other various departments across the university, assuring that all clinical services delivered by the university are of the highest quality.

JOB QUALIFICATIONS:

Education

| Req | Pref | Degree | Field of Study | Or |
|-----|------|-----------------|----------------------------|----|
| X | | Master's degree | Business Administration | Or |
| X | | Master's degree | Health-Related Professions | |

Additional Education

Check here if experience may substitute for some of the above education.

Combined experience/education as substitute for minimum education

Work Experience

| Req | Pref | Work Experience | Experience Level |
|-----|------|-----------------|-----------------------|
| X | | 7 years | |
| | X | 10 years | healthcare management |

Additional Work Experience

Check here if education may substitute for some of the above work experience.

Combined experience/education as substitute for minimum work experience

Knowledge, Skills and Abilities

| Req | Pref | Functional Skills |
|-----|------|----------------------------------------------------------------------------------------------------------------------------------------------------------------|
| X | | Experience in quality, peer review, or clinical risk management. |
| X | | Progressive leadership oversight experience with of quality metrics, risk management, data collection, performance indicators in a complex healthcare setting. |
| X | | Previous experience leading a peer review organization that enabled the delivery of the highest quality health care strongly preferred. |

Knowledge, Skills and Abilities

| Req | Pref | Functional Skills |
|-----|------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| X | | Demonstrated expertise and application of performance improvement methodologies (e.g., Lean or Six Sigma). |
| X | | Strong understanding of credentialing and California state requirements. |
| | X | Experience with major organizational redesigns, transitions, and other significant change initiatives. |
| | X | Strong track record of working effectively with high-level committees within academia and the peer review process as well as managing clinical risk and implementing appropriate risk mitigation programs. |
| | X | Strong understanding of revenue cycle elements as well as the ability to drive root cause analyses when and where necessary, creating a system of correction and follow up as required. |

Other Job Factors

JOB ACCOUNTABILITIES

| | % Time | Essential | Marginal | N/A |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|-----------|----------|-----|
| Establishes a peer review organization/oversight function/program within the university. Staffs and manages personnel as required (e.g., Director) and oversees day-to-day operations and activities for the organization. | | | | |
| Establishes a scope of operational priorities, practices, processes, and criteria for detection and inclusion of current and future clinical activities. Develops and implements policies and procedures which assure compliance with administrative and regulatory requirements. | | | | |
| Establishes processes and committee structures to capture and analyze data, drive quality, and institute a culture of excellence in quality and safety across a broad and diverse enterprise. Produces and presents PRO reports and key metrics to stakeholders as required. | | | | |
| Serves as a clinical services subject matter expert (SME) and effectively collaborates with university stakeholders (e.g., deans, clinicians, faculty) to facilitate the goal of providing the highest quality of care and regulatory compliance. | | | | |
| Promotes an environment that fosters inclusive relationships and creates unbiased opportunities for contributions through ideas, words, and actions that uphold principles of the USC Code of Ethics. | | | | |

Other Requirements

| Essential: | Emergency Response/Recovery | Essential: | Mandated Reporter |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | In the event of an emergency, the employee holding this position is required to "report to duty" in accordance with the university's Emergency Operations Plan and/or the employee's department's emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed. | | A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies as a mandated reporter as required by state law and USC's policy at: https://policy.usc.edu/mandated-reporters/ |
| Campus Security Authority (CSA) | | | Essential: |
| By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC's policy at: https://dps.usc.edu/alerts/clery/ | | | |

ACKNOWLEDGMENTS

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned. USC reserves the right to add or change duties at any time.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

Print Employee Name

Signature

Date

Print Manager Name

Signature

Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills, duties, responsibilities or working conditions of the job. The job description is subject to change with or without notice, and Management reserves the right to add, modify or remove any qualification or duty. Nothing in this job description changes the existing at-will employment relationship between the university and the employee occupying the position.