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Job Summary:

Reporting directly to the Chief Medical Officer, this position is responsible for planning, organizing and directing all of the daily operating activities of the following areas: capacity management, patient placement, case management, social services, denials and appeals.

Essential Generic Job Functions (List in order of importance):

- Interprets, communicates and assures the implementation of the organization's mission, vision and values.
- Responsible for planning and directing the organization's programs and facilities in accordance with federal, state and local standards, guidelines and regulations. Supervises the activities of the specified areas of responsibility.
- Develops and directs new programs and services for the organization. Works closely with all operating functions of the organization to ensure continuity of programming and services.
- Coordinates and directs the development and implementation of annual operating and capital budgets related to areas of responsibility.
- Develops and maintains written policies and procedures that govern operations.
- Recruits, hires and supervises competent division, community and department management.
- Acts as a role model for all Medical Center Standards of Behavior and Managerial Competencies.

Essential Position Specific Functions:

- Responsible for all activities related to patient throughput, maximizing the flow of patients at the appropriate level of care into, within and out of the medical center maintaining quality of care at all times and without affecting patient, staff and physician satisfaction.
- Assesses house wide systems and processes affecting patient throughput and length of stay using clinical and administrative expertise to adjust to and accommodate volume changes in a timely, cost effective, financially responsible manner.
- Makes recommendations and obtains consensus for the implementation of processes, policy and system changes that will enhance patient throughput, minimize denials and assure appropriate length of stay based on accepted standards

- Monitors process and system changes to assure effectiveness in relation to capacity management, case management services and medical center goals and objectives
- Through constructive communication and collaboration with the medical staff, administration, nursing, and operations staff the vice president for capacity management is empowered to remove barriers to patient placement and throughput.
- Makes recommendations for new programs or program changes to enhance capacity collaborating with appropriate individuals for implementation of new or revised programs
- In collaboration with nursing and organizational education makes recommendations for educational programs to enhance understanding and cooperation of all levels of medical center employees in regards to the capacity management initiative and goals.
- Assures that a case management review is performed on all patients prior to transfer from another facility to assure appropriateness of the transfer as well as compliance with all department of health regulations for facility to facility transfers
- In collaboration with the nursing leadership, downsizes or closes patient care units as census demands to balance expenses with revenue whenever possible. Projects demand and re-opens units in a timely manner to accommodate increases in census. Assures communication with operations departments regarding the closure or downsizing of patient care unit(s)

Knowledge, Education, and Skills Required:

- Bachelors (BA/BS/) and Masters (MA/MS/MBA/MPA) Degrees in related fields.
- At least five years progressive management work experience in a tertiary care facility. Case management or capacity management experience preferred.
- Graduate of a NLN accredited nursing program
- Strong leadership skills.
- Strong written and verbal communication skills.
- Strong financial management skills.
- Strong strategic planning skills.
- Knowledge of information technology and management information systems.
- Must possess the ability to deal tactfully with colleagues, Board of Governors, personnel, residents, family members, visitors, and the general public and possess an understanding of people and a sense of accountability, fairness, and consistency.

Required Certification/Licensing:

- Current valid NJ license as a registered professional nurse

Contacts:

Board of Governors, Administration, Physicians, Management and Chiefs of Service,
Outside Agencies, Hospital Staff, Patients and Family of Patients