

Career Bands, Career Levels and Position Descriptions

General Overview

This section provides job matching documentation used for this survey report.

- Career Band Summary Description for the Supervisory/Management Career Band (M)
- Career Level General Profiles for the Supervisory/Management Career Band (M)
- Position Descriptions

Career Bands, Career Levels and Position Descriptions

Career Band Summary Descriptions

Supervisory/Management Career Band (M)

- Accountable for managing people, setting direction and deploying resources; typically is responsible for performance evaluation, pay reviews, and hire/fire decisions
- Results are primarily achieved through the work of others and typically depend on the manager's ability to influence and negotiate with parts of the organization where formal authority is not held
- Progression within the Career Band reflects acquisition of broad technical expertise, business and industry knowledge, and process and people leadership capabilities
- Accountable for business, functional, or operational areas, processes, or programs

Career Bands, Career Levels and Position Descriptions

Career Level General Profiles

Supervisory/Management Career Band (M)

M3 Senior Manager

- Provides leadership to managers and professional staff
- Has accountability for the performance and results of multiple related units
- Develops departmental plans, including business, operational, production and/or organizational priorities
- Decisions are guided by resource availability and functional objectives
- May be accountable for business, functional or operational results through work of others but without a formal reporting relationship (e.g., management of outsourced staff)

M2 Manager

- Manages professional employees and/or supervisors or supervises large, complex technical, business support, operational or production team(s)
- Has accountability for the performance and results of a team within own area of specialty
- Adapts departmental plans and priorities to address resource and operational challenges
- Decisions and problem solving are guided by policies, procedures and department plan; receives guidance from senior manager/director
- Provides technical guidance to employees, colleagues and/or customers
- May be accountable for business, functional or operational results through work of others but without a formal reporting relationship (e.g., management of outsourced staff)

M1 Supervisor

- Supervises the daily activities of support, production or operational team members
- Sets priorities for the team to ensure task completion; coordinates work activities with other supervisors
- Problem solving is guided by policies and procedures; receives guidance and oversight from manager
- Typically does not spend more than 20% of time performing the work supervised
- May be accountable for business, functional or operational results through work of others but without a formal reporting relationship (e.g., management of outsourced staff)

Career Bands, Career Levels and Position Descriptions

Position Descriptions

Function

Top Executive

Code

- | | |
|-------------|---|
| 0015 | Chief Executive Officer
Directs the development of short- and long-range objectives, policies, budgets and operating plans for a multi-unit organization. As approved by the Board of Directors, oversees their consistent interpretation, implementation and achievement. Establishes an organization hierarchy and delegates limits of authority to subordinate executives regarding policies, contractual commitments, expenditures and personnel matters. Represents the organization to the financial community, industry groups, key customers, representatives of government and regulatory agencies, and the general public. May serve as presiding officer of the Board of Directors and guide its deliberations and activities. |
| 0016 | Chief Executive Officer - Multi-Unit Organization
Directs the development of short- and long-range objectives, policies, budgets and operating plans for a multi-unit organization. As approved by the Board of Directors, oversees their consistent interpretation, implementation and achievement. Establishes an organization hierarchy and delegates limits of authority to subordinate executives regarding policies, contractual commitments, expenditures and personnel matters. Represents the organization to the financial community, industry groups, key customers, representatives of government and regulatory agencies, and the general public. May serve as presiding officer of the Board of Directors and guide its deliberations and activities. |
| 0017 | Chief Executive Officer - Non Hospital Organization
Directs the development of short- and long-range objectives, policies, budgets and operating plans for a multi-unit organization. As approved by the Board of Directors, oversees their consistent interpretation, implementation and achievement. Establishes an organization hierarchy and delegates limits of authority to subordinate executives regarding policies, contractual commitments, expenditures and personnel matters. Represents the organization to the financial community, industry groups, key customers, representatives of government and regulatory agencies, and the general public. May serve as presiding officer of the Board of Directors and guide its deliberations and activities. |
| 0018 | Chief Executive Officer - Independent Hospital/Facility
Directs the development of short- and long-range objectives, policies, budgets and operating plans for a multi-unit organization. As approved by the Board of Directors, oversees their consistent interpretation, implementation and achievement. Establishes an organization hierarchy and delegates limits of authority to subordinate executives regarding policies, contractual commitments, expenditures and personnel matters. Represents the organization to the financial community, industry groups, key customers, representatives of government and regulatory agencies, and the general public. May serve as presiding officer of the Board of Directors and guide its deliberations and activities. |
| 0019 | Chief Executive Officer - Subsidiary
Directs the development of short- and long-range objectives, policies, budgets and operating plans for a multi-unit organization. As approved by the Board of Directors, oversees their consistent interpretation, implementation and achievement. Establishes an organization hierarchy and delegates limits of authority to subordinate executives regarding policies, contractual commitments, expenditures and personnel matters. Represents the organization to the financial community, industry groups, key customers, representatives of government and regulatory agencies, and the general public. May serve as presiding officer of the Board of Directors and guide its deliberations and activities. |
| 0020 | Chief Executive Officer - Children's Hospital/Facility
Directs the development of short- and long-range objectives, policies, budgets and operating plans for a multi-unit organization. As approved by the Board of Directors, oversees their consistent interpretation, implementation and achievement. Establishes an organization hierarchy and delegates limits of authority to subordinate executives regarding policies, contractual commitments, expenditures and personnel matters. Represents the organization to the financial community, industry groups, key customers, representatives of government and regulatory agencies, and the general public. May serve as presiding officer of the Board of Directors and guide its deliberations and activities. |

Career Bands, Career Levels and Position Descriptions

Position Descriptions (continued)

Function

Top Executive (continued)

Code

0140	Chief Operating Officer Under the direction of the Chief Executive Officer (CEO)/Administrator, typically has primary responsibility for specific operations, facilities and policies. Staff functions (e.g., legal, human resources, finance) may report to this position. In the absence of the CEO/Administrator assumes the duties of directing and coordinating the activities of the organization.
0127	Chief Medical Officer (MD) Develops and implements strategic goals related to the quality improvement and management programs followed by medical and nursing staff. Develops policies, practices, and systems to monitor and implement quality control standards and measurements while ensuring compliance with the Joint Commission on Accreditation of Healthcare Organizations (JCAHO) and other regulatory agency standards and requirements.
0088	Corporate Board Secretary Prepares and maintains official corporate records, notices and actions as required by federal, state and local jurisdictions and by other regulatory authorities. Prepares board agenda information packages for board members and maintains official corporate board and committee minutes.
7200	Top Administrative Services Executive Has primary responsibility for the administration of two or more major staff functions such as finance, government relations, public relations, legal, human resources or information technology. May be responsible for other staff functions. Executives who are primarily responsible for finance with one of the above major functions reporting to him/her should be matched as the CFO/Top Financial Executive.
0191	Top Clinical Effectiveness Executive Has primary responsibility for all aspects of quality centered care including: set, maintain, and achieve clinical quality goals; ensure all leaders and physicians are engaged in improving clinical outcomes; implement programs and initiatives to increase the clinical excellence of associates and medical staff.
0170	Top Foundation Executive Has primary responsibility for planning, implementing and/or coordinating all fundraising activities, including but not limited to annual giving, capital development, long-range giving, and/or memorial gift programs. Researches resources available through foundations, trusts, grant programs, etc., and develops fundraising/solicitation strategies and campaigns. Maintains contact with individuals and corporations that support the organization. May serve as President of a separate organization/foundation and Board.
0228	Accountable Care Organization (ACO) Management Manages efforts among groups of health care providers (e.g., hospitals and physician practices) to coordinate the delivery of high-quality patient care with reduced duplication of services and medical errors, and increased cost savings for patients and third-party payers. Monitors and evaluates organization processes and procedures to ensure the achievement of goals. May have a Medical Degree (MD). Use Management (M) Career Band.

Career Bands, Career Levels and Position Descriptions

Position Descriptions (continued)

Function

Administrative/Support Services

Code

8580	Chief Medical Librarian (MLS) Has primary responsibility for the medical library. Oversees professional and support staff engaged in classifying, cataloging, indexing, issuing books/materials and keeping records of items on loan. In accordance with established budgets, selects books and publications for purchase and subscribes to pertinent periodicals. Responds to the more complex requests for information and references from faculty, medical staff, students, etc. Use Management (M) Career Band.
3480	Credentialing Management Manages the verification process for all contracted physicians, practitioners and nurses including an initial review of verifications. Ensures practices and procedures are accurate and up-to-date with industry trends and current credentialing standards. May complete state medical license applications for physicians, and perform follow-up with state medical licensure boards on status of license applications. Initiates the process for ensuring malpractice coverage for all contracted providers. Use Management (M) Career Band.
0215	Education Management Manages the development, presentation and evaluation of nursing education as well as all other employee training and education programs. Directs the analysis, program format design, preparation of training materials and program implementation. Use Management (M) Career Band.
8565	Grants Management Manages grants management processes and staff, including pre- and post-award budgets and grant finances from government grants, foundations and/or other grant-award bodies. Establishes grant accounts and monitors grant expenditures to ensure compliance with sponsor regulations. Prepares financial reports and statements. Use Management (M) Career Band.
8560	Office Management Manages office services and operations, such as word processing, bookkeeping, preparation of reports and other clerical services. Standardizes office procedures and initiates policy and procedure changes. Directs department operations to prepare and retain records, files and reports in accordance with standards. Plans office layouts, requisitions office supplies and equipment, and initiates cost reduction programs. Use Management (M) Career Band.
8669	Pastoral Care Management Manages services designed to meet the religious and/or spiritual needs of patients and their families as well as employees. May perform the duties of chaplain, which includes visiting and counseling. Use Management (M) Career Band.
8550	Support Services Management Manages nonclinical support activities. Plans and directs some or all of the following support services: environmental services, communications, safety, purchasing, stores, volunteer and community services, medical library, physical facilities, food service, human resources, security and distribution services. Use Management (M) Career Band.
8650	Unit Management Manages the logistical operation of the patient care unit. Coordinates and provides services, supplies and equipment, and establishes and maintains a satisfactory physical environment. Supervises the administrative and clerical efforts of the unit in the support of the medical function. Use Management (M) Career Band.
8960	Volunteer Services Management Manages activities of the volunteer program to augment the services of the regular staff. Recruits and interviews applicants, orients new volunteers and arranges for their training and placement. Use Management (M) Career Band.

Career Bands, Career Levels and Position Descriptions

Position Descriptions (continued)

Function

Clinical Research

Code

8777 **Top Clinical Research Executive**
Has primary responsibility for the strategic planning, design, implementation and execution of the clinical research program. Ensures the completeness, accuracy and overall integrity of clinical studies. Provides guidance and assistance to project managers and research coordinators on all clinical research projects.

Function

Data Analytics and Business Intelligence

Code

4010 **Chief Data Officer**
NEW Has primary responsibility for data governance, data management, data processing and data quality standards across organization. Maintains primary ownership of internal data warehouse and structure of enterprise architecture. Establishes data policies across organization.

4020 **Chief Analytics Officer**
NEW Has primary responsibility for setting analytics strategy for organization. Serves as principal analytics champion within organization. Identifies and rolls out new data tools and technology to support business goals. Makes business recommendations to senior leadership based on results/trends identified in data analyses.

4030 **Data Analytics/Business Intelligence Management**
NEW Applies and integrates statistical, mathematical, predictive modeling and business analysis skills to manage and manipulate complex high volume data from a variety of sources. Develops infrastructure systems that connect internal data sets. Manages analysis of large quantities of data and presents insights and predictions to support management planning, execution and monitoring of business decisions. **Use Management (M) Career Band.**

Function

Department Administrators

Code

8985 **Anesthesiology Management**
Manages activities of the Anesthesiology department. Reviews and evaluates patient condition reports. May participate with physicians in developing specific services for individual patients. Implements and maintains established practices, procedures and objectives. Serves as liaison with all professional, administrative and support staff. Prepares reports on the activities of the operation for review by senior administration. **Use Management (M) Career Band.**

8855 **Cardiology Management**
Manages activities of the Cardiology department. Reviews and evaluates patient condition reports. May participate with physicians in developing specific services for individual patients. Implements and maintains established practices, procedures and objectives. Serves as liaison with all professional, administrative and support staff. Prepares reports on the activities of the operation for review by senior administration. **Use Management (M) Career Band.**

9017 **Critical Care Management**
Manages activities of the Critical Care department. Reviews and evaluates patient condition reports. May participate with physicians in developing specific services for individual patients. Implements and maintains established practices, procedures and objectives. Serves as liaison with all professional, administrative and support staff. Prepares reports on the activities of the operation for review by senior administration. **Use Management (M) Career Band.**

Career Bands, Career Levels and Position Descriptions

Position Descriptions (continued)

Function

Department Administrators (continued)

Code

- 0216 Emergency Department Management**
Manages activities of the Emergency department. Reviews and evaluates patient condition reports. May participate with physicians in developing specific services for individual patients. Implements and maintains established practices, procedures and objectives. Serves as liaison with all professional, administrative and support staff. Prepares reports on the activities of the operation for review by senior administration. **Use Management (M) Career Band.**
- 9022 Geriatrics Management**
Manages activities of the Geriatrics department. Reviews and evaluates patient condition reports. May participate with physicians in developing specific services for individual patients. Implements and maintains established practices, procedures and objectives. Serves as liaison with all professional, administrative and support staff. Prepares reports on the activities of the operation for review by senior administration. **Use Management (M) Career Band.**
- 9145 Hospitalist Medicine Management**
Manages activities of the Hospitalist Medicine department. Reviews and evaluates patient condition reports. May participate with physicians in developing specific services for individual patients. Implements and maintains established practices, procedures and objectives. Serves as liaison with all professional, administrative and support staff. Prepares reports on the activities of the operation for review by senior administration. **Use Management (M) Career Band.**
- 9160 Interventional Cardiology/Cath Lab Management**
Manages activities of the Interventional Cardiology/Cath Lab department. Reviews and evaluates patient condition reports. May participate with physicians in developing specific services for individual patients. Implements and maintains established practices, procedures and objectives. Serves as liaison with all professional, administrative and support staff. Prepares reports on the activities of the operation for review by senior administration. **Use Management (M) Career Band.**
- 9027 Neurology Management**
Manages activities of the Neurology department. Reviews and evaluates patient condition reports. May participate with physicians in developing specific services for individual patients. Implements and maintains established practices, procedures and objectives. Serves as liaison with all professional, administrative and support staff. Prepares reports on the activities of the operation for review by senior administration. **Use Management (M) Career Band.**
- 8825 Nuclear Medicine Management**
Manages activities of the Nuclear Medicine department. Reviews and evaluates patient condition reports. May participate with physicians in developing specific services for individual patients. Implements and maintains established practices, procedures and objectives. Serves as liaison with all professional, administrative and support staff. Prepares reports on the activities of the operation for review by senior administration. **Use Management (M) Career Band.**
- 9060 Obstetrics/Gynecology Management**
Manages activities of the Obstetrics/Gynecology department. Reviews and evaluates patient condition reports. May participate with physicians in developing specific services for individual patients. Implements and maintains established practices, procedures and objectives. Serves as liaison with all professional, administrative and support staff. Prepares reports on the activities of the operation for review by senior administration. **Use Management (M) Career Band.**
- 9065 Oncology/Hematology Management**
Manages activities of the Oncology/Hematology department. Reviews and evaluates patient condition reports. May participate with physicians in developing specific services for individual patients. Implements and maintains established practices, procedures and objectives. Serves as liaison with all professional, administrative and support staff. Prepares reports on the activities of the operation for review by senior administration. **Use Management (M) Career Band.**

Career Bands, Career Levels and Position Descriptions

Position Descriptions (continued)

Function

Department Administrators (continued)

Code

9165	Orthopedics Management Manages activities of the Orthopedics department. Reviews and evaluates patient condition reports. May participate with physicians in developing specific services for individual patients. Implements and maintains established practices, procedures and objectives. Serves as liaison with all professional, administrative and support staff. Prepares reports on the activities of the operation for review by senior administration. Use Management (M) Career Band.
9082	Pediatrics Management Manages activities of the Pediatrics department. Reviews and evaluates patient condition reports. May participate with physicians in developing specific services for individual patients. Implements and maintains established practices, procedures and objectives. Serves as liaison with all professional, administrative and support staff. Prepares reports on the activities of the operation for review by senior administration. Use Management (M) Career Band.
9085	Psychiatry Management Manages activities of the Psychiatry department. Reviews and evaluates patient condition reports. May participate with physicians in developing specific services for individual patients. Implements and maintains established practices, procedures and objectives. Serves as liaison with all professional, administrative and support staff. Prepares reports on the activities of the operation for review by senior administration. Use Management (M) Career Band.
9087	Radiation Oncology Management Manages activities of the Radiation Oncology department. Reviews and evaluates patient condition reports. May participate with physicians in developing specific services for individual patients. Implements and maintains established practices, procedures and objectives. Serves as liaison with all professional, administrative and support staff. Prepares reports on the activities of the operation for review by senior administration. Use Management (M) Career Band.
9140	Radiology Management Manages activities of the Radiology department. Reviews and evaluates patient condition reports. May participate with physicians in developing specific services for individual patients. Implements and maintains established practices, procedures and objectives. Serves as liaison with all professional, administrative and support staff. Prepares reports on the activities of the operation for review by senior administration. Use Management (M) Career Band.
9177	Transplant Services Management Manages activities of the Transplant Services department. Reviews and evaluates patient condition reports. May participate with physicians in developing specific services for individual patients. Implements and maintains established practices, procedures and objectives. Serves as liaison with all professional, administrative and support staff. Prepares reports on the activities of the operation for review by senior administration. Use Management (M) Career Band.
9178	Trauma Management Manages activities of the Trauma department. Reviews and evaluates patient condition reports. May participate with physicians in developing specific services for individual patients. Implements and maintains established practices, procedures and objectives. Serves as liaison with all professional, administrative and support staff. Prepares reports on the activities of the operation for review by senior administration. Use Management (M) Career Band.
9179	Urgent Care Management Manages activities of the Urgent Care department. Reviews and evaluates patient condition reports. May participate with physicians in developing specific services for individual patients. Implements and maintains established practices, procedures and objectives. Serves as liaison with all professional, administrative and support staff. Prepares reports on the activities of the operation for review by senior administration. Use Management (M) Career Band.

Career Bands, Career Levels and Position Descriptions

Position Descriptions (continued)

Function

Dietary Services

Code

- 2162 Cafeteria Management**
Manages activities in cafeteria food service. Negotiates contracts with food service companies to provide eating facilities where appropriate. **Use Management (M) Career Band.**
- 8662 Clinical Nutrition Management**
Manages the operation and activities of the clinical nutrition department. Oversees clinical nutrition services and staff involved in the nutritional care of patients. Manages quality improvement and staff educational programs for dietitians, dietetic technicians and diet aides and students. Implements standards of nutrition care for patients in accordance with clinical policies and procedures. **Use Management (M) Career Band.**
- 8680 Food Service Management**
Manages food service for patients, visitors and employees. Develops and administers policies and procedures in conformance with administrative directives and professional tenets. Reviews menus and oversees the handling, storage and preparation of food, maintenance of equipment, records and sanitation in accordance with prescribed standards. **Use Management (M) Career Band.**
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Function

External and Government Affairs

Code

- 3372 Top External Affairs Executive**
Has primary responsibility for the public relations, public affairs, government relations (local, state, and/or federal levels), marketing and branding, fundraising, networking, advocacy and community relations. Continually monitors community needs and attitudes to ensure the organization participates responsibly within the community. May serve as top executive to the organization's foundation.
- 3370 Top Public Relations Executive**
Has primary responsibility for media relations and external communications. Oversees communications with the press and the wider community to gain understanding and acceptance for the organization. Develops and maintains lines of communication with media contacts and other external audiences.
- 3385 Community Relations Management**
Manages efforts to represent the organization in the communities in which it operates. Establishes relationships with community leaders and coordinates programs that promote good corporate citizenship and enhance community good will toward the organization. May manage the organization's charitable contributions program, including screening requests for financial support, coordinating the approval process and managing the disbursement of funds. Administers related activities, such as matching gift and volunteer programs. **Use Management (M) Career Band.**

Career Bands, Career Levels and Position Descriptions

Position Descriptions (continued)

Function

Facilities, Environmental Services and Engineering

Code

2622	Top Facilities Management and Engineering Executive Has primary responsibility for the organization's facilities, including maintenance, biomedical engineering, environmental and laundry services, groundskeeping and utility system operations.
2623	Top Facilities Project Management Executive Has primary responsibility for the development of plans and designs for major construction or modernization projects. Oversees architects, project managers and external contractors to ensure compliance with design specifications, schedules and contractual commitments. Directs and plans for the effective use of construction resources and project operating budget. Represents the organization in matters associated with land development, planning commissions, city and county governing bodies, and miscellaneous associations.
3675	Biomedical Engineering Management Manages activities and staff who provide safety testing, maintenance and repair on biomedical patient care equipment and electronic communications equipment. Conducts training and provides engineering and technical counsel to appropriate patient care personnel on equipment operation, problems, codes, standards and maintenance. Use Management (M) Career Band.
3640	Engineering Operations Management Manages the activities of workers who operate and maintain refrigeration, power, heat and cooling distribution systems. Use Management (M) Career Band.
3630	Engineering/Facilities Management Manages the technical and mechanical maintenance of buildings, grounds and equipment, and the procurement, generation and operation of all utilities and utility systems. Use Management (M) Career Band.
8710	Environmental Services Management Manages the housekeeping program in order to maintain a sanitary, attractive and orderly condition. Establishes and maintains standards, work procedures and schedules for the housekeeping staff. Use Management (M) Career Band.
2674	Facilities Planning Management Manages professional services in coordinating all capital expenditures in the design, development, construction, alteration or installation of facilities and equipment. Participates in the initial planning and conceptualization of building plans. Coordinates among architects, designers, engineers, construction companies and employer to develop designs that fit needs. Use Management (M) Career Band.
8730	Laundry Management Manages the activities of laundry personnel. Sets and maintains schedules. Establishes and reviews operating standards and procedures. Supervises the compilation and maintenance of department operating and inventory records. Use Management (M) Career Band.

Career Bands, Career Levels and Position Descriptions

Position Descriptions (continued)

Function

Financial Services

Code

0230	Chief Financial Officer/Top Financial Executive Has primary responsibility for the organization's overall financial plans and policies, accounting practices and relationships with lending institutions, shareholders and the financial community. Directs such functions as treasury, budgeting, tax, accounting, information systems, real estate, insurance activities and various administrative functions for the organization and its subsidiaries. Develops and coordinates necessary and appropriate accounting and statistical data and reports.
0250	Controller (if not Top Financial Executive) Has primary responsibility for the establishment and maintenance of the organization's accounting principles, practices and procedures for the maintenance of its fiscal records and the preparation of its financial reports. Directs general and property accounting, cost accounting and budgetary control. Appraises operating results in terms of costs, budgets, operating policies, trends and increased profit opportunities.
0169	Top Reimbursement Executive Has primary responsibility for the activities of the claims and provider reimbursement department. Sets procedures for filing reimbursement claims and ensures timely and accurate claims payments. Monitors, evaluates, and reviews all cost reporting in support of reimbursement claims.
0167	Top Revenue Cycle Management Executive Has primary responsibility for managing the organization's revenue cycle to improve cash flow, minimize bad debt and manage the organization's receivables. Plans, organizes and directs operations that affect the revenue cycle (e.g., billing, collections, payment processing). Develops and implements processes to meet revenue cycle goals in collaboration with medical practices. Oversees related training, monitoring, analysis and reporting on revenue cycle processes and results. Develops and implements practice-specific process improvement recommendations.
0260	Assistant Controller Assists in the direction and administration of the organization's financial operations. Manages the preparation and review of budgets, and various other financial operating reports. May manage one or more accounting departments, as delegated by the Controller.
0335	Budget Management Manages the budget and implements and manages a strategic financial planning process. Schedules, organizes and implements the budget process, including the preparation of seminars, guidelines and worksheets for departments. Collaborates with the Controller in the preparation, analysis and presentation of financial reports and statistics to the governing board and administration. May serve as fiscal department representative for program planning review and evaluation. Use Management (M) Career Band.
0398	Business Office Management Manages several business office operations including the billing and collection of patient accounts, preparation of insurance claims, admissions, etc. Formulates policies and procedures according to organization standards and legal requirements. Use Management (M) Career Band.
0830	Claims Processing Management Manages the organization's claims function. Oversees claims programs for all lines of insurance. Manages the review and settlement of complex or high dollar claims. Develops procedures and policies to enhance and improve the processing, investigation, and settlement of claims. Use Management (M) Career Band.
0810	Credit and Collection Management Manages the credit and collection activities of the organization. Manages the investigation of credit risks involving customers and suppliers and the collection of amounts due to the organization for goods and services rendered. Use Management (M) Career Band.

Career Bands, Career Levels and Position Descriptions

Position Descriptions (continued)

Function

Financial Services (continued)

Code

0825	Electronic Claims Management Manages electronic claims management systems. Oversees all aspects of electronic claims management system start-up, implementation, training, connectivity, facility support/help desk and ongoing operations. Use Management (M) Career Band.
0280	General Accounting Management Manages general accounting functions and the preparation of reports and statistics reflecting earnings, profits, cash balances and other financial results. Formulates and administers approved accounting practices throughout the organization to ensure that financial and operating reports accurately reflect the condition of the business and provide reliable information necessary to control operations. Use Management (M) Career Band.
0225	Internal Audit Management Manages the organization's overall audit program. Provides management with a review of accounting, financial, information systems and departmental operations by measuring and evaluating the effectiveness of accounting and management controls. Use Management (M) Career Band.
0252	Managed Care Finance Management Manages accounting and information systems in support of managed care contracts. Conducts primary negotiations on behalf of the organization for payment rates under all managed care agreements. Develops strategies for improving levels of reimbursement under managed care agreements. Instructs affected departments regarding the implications of capitation for their operations. Develops and helps guide organizational structure and processes necessary to support managed care agreements. Use Management (M) Career Band.
7767	Patient Financial Services Management Manages the activities of the staff of credit, collection, insurance and billing staff. May supervise one or more of the following areas: collections, insurance, cashier and/or customer relations. Coordinates activities and schedules work assignments to meet rigid billing deadlines. Provides guidance and instruction in the interpretation of policies, procedures and practices. Responsible for consistency in extension of credit and collectability of accounts, following up on collection problems and recommending accounts to be written off as bad debts. Use Management (M) Career Band.
7765	Reimbursement Services Management Manages the activities of the claims and provider reimbursement personnel. Develops and implements procedures for filing reimbursement claims and ensures timely and accurate claims payment. Reviews, evaluates and monitors all cost reporting in support of reimbursement claims. Use Management (M) Career Band.
8615	Risk Management Manages the organization's risk management program and activities to identify, evaluate and implement corrective action against risks that may result in injury to patients, visitors and employees, and in property loss or damage or legal liability. Follows up on proposed corrective actions. Use Management (M) Career Band.

Career Bands, Career Levels and Position Descriptions

Position Descriptions (continued)

Function

Health Information Management

Code

- 0183 Top Medical Informatics Executive**
Has primary responsibility for information system programs and initiatives designed to support clinicians in the delivery of patient care and meet clinical data requirements. Collaborates with information technology and clinical leadership in medical, nursing, pharmacy and other key areas to ensure that clinical and information systems are fully integrated.
- 8559 Health Information Services**
Manages the activities of the Health Information/Medical Records department. Provides systems for acquiring, analyzing and retrieving information so that information is readily available when needed. Ensures medical records and department procedures meet the standards of various accrediting and regulatory agencies. **Use Management (M) Career Band.**

Function

Human Resources

Code

- 0890 Top Human Resources Executive**
Has primary responsibility for the organization's human resource policies and programs covering employment, employee/labor relations, wage and salary administration, benefit programs, orientation and training, employee safety and health and employee services. Directs the development and consistent implementation of human resources policies and practices.
- 1080 Compensation and Benefits Management**
Manages the organization's compensation and benefit programs, including but not limited to: job evaluation, performance appraisal, salary and incentive programs, life and health insurance, disability, pension and profit sharing programs, etc. Evaluates compensation and benefits programs and recommends modifications to maintain the organization's objectives and competitive position in the marketplace. **Use Management (M) Career Band.**
- 1030 Compensation Management**
Manages the overall job evaluation, performance appraisal and wage and salary management programs for the organization. Develops and administers all incentive programs. Conducts or participates in wage and salary surveys and recommends changes to ensure the maintenance of the organization's compensation objectives and competitive position in the marketplace. **Use Management (M) Career Band.**
- 0960 Employee Benefits Management**
Manages the various employee benefit programs, including but not limited to life and health insurance, disability, pension, profit-sharing and related programs. Recommends new and/or improved employee benefit plans and cost-saving measures. Ensures compliance with all legal requirements of various employee benefit programs and prepares and files required legal reports. **Use Management (M) Career Band.**
- 1480 Employee Communications Management**
Manages employee communications functions. Develops internal human resources communications materials regarding policies and procedures, compensation, benefit changes, etc. May develop and maintain the organization's policy and procedure manual as it relates to the human resources function. May assist in the preparation of speeches and other presentations directed towards employees. **Use Management (M) Career Band.**
- 1490 Employee Health Management (RN)**
Manages the employee health service functions of the organization. Ensures all medical records are kept in a manner compliant with appropriate policies and procedures. May be responsible for administering employee physicals, injury related diagnoses, or other types of referrals according to OSHA regulations. May provide consultation regarding workers' compensation, infection control or other employee health related issues. Requires certification as a registered nurse. **Use Management (M) Career Band.**

Career Bands, Career Levels and Position Descriptions

Position Descriptions (continued)

Function

Human Resources (continued)

Code

1220	Employee Services Management Manages organization-sponsored employee services and activities in order to enhance the employee relations climate. <i>Use Management (M) Career Band.</i>
1130	Employee Training Management Manages the organization's training by conducting needs assessments, developing appropriate programs (including the preparation of aids/materials) and conducting a variety of training programs. May contract with outside vendors in the development and conduct of training programs. Coordinates employee participation in outside vendor training. <i>Use Management (M) Career Band.</i>
1260	Employment/Recruiting Management Manages the recruiting and selection activities of the company to employ, place and/or transfer internal and external executives, managers, professionals, technicians and support staff to ensure adequate staffing. Identifies sources of candidates, and initiates and maintains relationships with outside sources (e.g., employment agencies, recruiters, colleges, job fair sponsors). Coordinates the design and placement of employment advertising. Evaluates selection criteria and testing techniques to ensure compliance to standards. Participates in the development and implementation of revisions. Develops and controls employment/recruiting expenditures budget. Ensures adherence to all federal, state and local regulations governing the employment process. <i>Use Management (M) Career Band.</i>
1180	Equal Employment Opportunity Management Manages the corporate Affirmative Action/Equal Employment Opportunity (AA/EEO) programs for minority and female employment and advancement, in compliance with legislation and management directives. Investigates complaints and compiles and submits required AA/EEO statistical reports. <i>Use Management (M) Career Band.</i>
0910	Human Resources Management Manages activities and staff covering several of the following: employment, labor relations, wage and salary administration, orientation and training, placement, safety and health, benefits and employee services. <i>Use Management (M) Career Band.</i>
1420	Labor Relations Management Manages the organization's labor-management relations. Formulates and administers the organization's labor relations policy. Represents management in labor relations, including the negotiation, interpretation and administration of collective bargaining agreements. <i>Use Management (M) Career Band.</i>
1495	Organizational Development Management Manages organization development activities to support the assessment of organizational needs and the design. Implements and evaluates programs that facilitate the professional development and continuous learning of team members, particularly executives and emerging leaders. <i>Use Management (M) Career Band.</i>

Function

Information Systems

Code

1600	Chief Information Officer/Top IT Executive Has primary responsibility for information systems planning and functions, including all phases of systems design, programming, installation and operations. Reviews and evaluates project feasibility studies based on management's requirements and priorities, and implements the installation and operation of information systems and equipment.
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Career Bands, Career Levels and Position Descriptions

Position Descriptions (continued)

Function

Information Systems (continued)

Code

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|-------------|---|
| 1640 | Applications Programming Management
Manages the development, installation and maintenance of computer programs for business and/or scientific applications. Develops and establishes department standards and procedures. Assigns, directs and coordinates the work of the programming staff, providing technical support and direction. Use Management (M) Career Band. |
| 2380 | Clinical Informatics Management
Manages the design, and implementation of the system requirements of the Meaningful Use (MU) program. Supports the development, and execution of clinical informatics initiatives, with a focus on process changes that utilize technology to improve clinical and business functions across the organization. Use Management (M) Career Band. |
| 1608 | Clinical Information Systems Management
Manages the design, implementation and maintenance of clinical information systems (e.g., utilization review, operating rooms scheduling, remote physician access, nursing services, etc.) to effectively apply clinical information technology solutions to improve clinical operations. Coordinates projects with Information Technology (IT) to ensure effective integration of clinical systems with other institutional applications. Supports planning, development and programming for Health Information Exchange. Use Management (M) Career Band. |
| 1730 | Information Systems Operations Management
Manages the activities of computer operations, exclusive of the systems and programming function. Develops and establishes department standards and procedures, and assigns work to the operations staff. Prepares activity and progress reports. Use Management (M) Career Band. |
| 1987 | Network Planning Management
Manages the planning, development and installation of network systems by evaluating current and future business requirements. Develops, maintains and communicates project plans and schedules, prioritizes requirements and coordinates human and financial resources. Ensures all software and hardware products are compatible with network integration. Use Management (M) Career Band. |
| 2385 | Nursing Informatics Management
Manages the implementation, integration and ongoing evolution of clinical information systems at the hospital. This individual serves as a liaison between clinicians, ancillary departments, and Information Technology (IT) to align clinical and IT standards with department workflow, processes and policies. Use Management (M) Career Band. |
| 2371 | Picture Archiving and Communication System (PACS) Management
Manages Picture Archiving and Communication System (PACS) functions to ensure smooth operations of the PACS department. Ensures compliance with hospital standards, security and operational standards. Use Management (M) Career Band. |
| 1890 | Systems and Programming Management
Manages the planning, development and installation of network systems by evaluating current and future business requirements. Develops, maintains and communicates project plans and schedules, prioritizes requirements and coordinates human and financial resources. Ensures all software and hardware products are compatible with network integration. Use Management (M) Career Band. |
| 1656 | Website Management
Manages the organization's internet web site including technical programming and database development and design (e.g., site content, aesthetic look and feel) as well as the site's day-to-day operations. Must manage the activities of one or more jobs dedicated to the website, such as Web Developer, Web Author, Web Administrator and/or Webmaster. Use Management (M) Career Band. |

Career Bands, Career Levels and Position Descriptions

Position Descriptions (continued)

Function

Institute/Service Line Directors

Code

- 9310 Behavioral Medicine Institute/Service Line Director (MD/DO)**
Has primary responsibility for all medical/clinical activities in the Behavioral Medicine institute/service line. Plans and implements standards for medical policies and practices in compliance with patient care protocols, laws and regulations. Oversees guidance, counseling and direction of medical/clinical staff. May be responsible for budget and cost controls in accordance with organizational objectives.
- 9315 Cancer Center Institute/Service Line Director (MD/DO)**
Has primary responsibility for all medical/clinical activities in the Cancer Center institute/service line. Plans and implements standards for medical policies and practices in compliance with patient care protocols, laws and regulations. Oversees guidance, counseling and direction of medical/clinical staff. May be responsible for budget and cost controls in accordance with organizational objectives.
- 9000 Cardiovascular (Heart Center) Institute/Service Line Director (MD/DO)**
Has primary responsibility for all medical/clinical activities in the Cardiovascular (Heart Center) institute/service line. Plans and implements standards for medical policies and practices in compliance with patient care protocols, laws and regulations. Oversees guidance, counseling and direction of medical/clinical staff. May be responsible for budget and cost controls in accordance with organizational objectives.
- 9320 Neuroscience Institute/Service Line Director (MD/DO)**
Has primary responsibility for all medical/clinical activities in the Neuroscience institute/service line. Plans and implements standards for medical policies and practices in compliance with patient care protocols, laws and regulations. Oversees guidance, counseling and direction of medical/clinical staff. May be responsible for budget and cost controls in accordance with organizational objectives.
- 9325 Orthopedics Institute/Service Line Director (MD/DO)**
Has primary responsibility for all medical/clinical activities in the Orthopedics institute/service line. Plans and implements standards for medical policies and practices in compliance with patient care protocols, laws and regulations. Oversees guidance, counseling and direction of medical/clinical staff. May be responsible for budget and cost controls in accordance with organizational objectives.
- 9330 Pediatrics Institute/Service Line Director (MD/DO)**
Has primary responsibility for all medical/clinical activities in the Pediatrics institute/service line. Plans and implements standards for medical policies and practices in compliance with patient care protocols, laws and regulations. Oversees guidance, counseling and direction of medical/clinical staff. May be responsible for budget and cost controls in accordance with organizational objectives.
- 9335 Primary Care Institute/Service Line Director (MD/DO)**
Has primary responsibility for all medical/clinical activities in the Primary Care institute/service line. Plans and implements standards for medical policies and practices in compliance with patient care protocols, laws and regulations. Oversees guidance, counseling and direction of medical/clinical staff. May be responsible for budget and cost controls in accordance with organizational objectives.
- 9340 Surgical Services Institute/Service Line Director (MD/DO)**
Has primary responsibility for all medical/clinical activities in the Surgical Services institute/service line. Plans and implements standards for medical policies and practices in compliance with patient care protocols, laws and regulations. Oversees guidance, counseling and direction of medical/clinical staff. May be responsible for budget and cost controls in accordance with organizational objectives.
- 9345 Women's Health Institute/Service Line Director (MD/DO)**
Has primary responsibility for all medical/clinical activities in the Women's Health institute/service line. Plans and implements standards for medical policies and practices in compliance with patient care protocols, laws and regulations. Oversees guidance, counseling and direction of medical/clinical staff. May be responsible for budget and cost controls in accordance with organizational objectives.

Career Bands, Career Levels and Position Descriptions

Position Descriptions (continued)

Function

Laboratory Services

Code

- 8857 Cardiac Catheterization Laboratory Management**
Manages the activities of the Cardiac Catheterization Laboratory. Provides direction, training and guidance to staff and serves as a resource to Cardiologists within the lab. Coordinates care delivery in accordance with the direction of the Cardiologists. **Use Management (M) Career Band.**
- 8755 Laboratory Services Management**
Manages the activities of the Laboratory Department. Ensures that chemical, microscopic and bacteriologic tests are performed accurately and efficiently, and that the results are reported in a timely manner. **Use Management (M) Career Band.**
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Function

Legal Services

Code

- 3435 Top Legal Executive/General Counsel**
Serves as chief legal adviser and counsels management on the legal implications of all organization activities and problems. Provides legal services as required in legal proceedings. Keeps abreast of legislative and administrative regulatory developments. Obtains the services of outside counsel as required to complement available internal legal resources.
- 3436 Second Level Legal Services Executive**
Reporting directly to the Top Legal Executive, shares responsibility for managing the legal function. Provides advice and counsel regarding legal matters and ensures implementation of the Top Legal Executive's policies and procedures. This is usually a single incumbent position, but in large legal departments there may be multiple incumbents at this level. The position is typically not found in smaller legal departments.
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Function

Managed Care

Code

- 7795 Top Managed Care Executive**
Has primary responsibility for planning, directing, and coordinating all managed care operations. Develops and implements policies and procedures, short- and long-term goals, objectives and plans. Ensures that financial, managed care and physician contract and patient objectives are met.
- 2825 Managed Care Member Services Management**
Manages and evaluates activities regarding all aspects of member services. Maintains records and reports on all membership information for the enrolled population of the plan. **Management (M) Career Band.**
- 2372 Managed Care Provider Relations Management**
Manages the day-to-day activities of the provider relations function. Areas of responsibility include some or all of the following: health care provider network development, contracting, credentialing, provider relations and provider services. May monitor network performance, manage provider network communications, support provider orientation and education, and assist in resolution of provider issues. **Use Management (M) Career Band.**

Career Bands, Career Levels and Position Descriptions

Position Descriptions (continued)

Function

Marketing, Communications and Account Services

Code

3371	Top Communications Executive Has primary responsibility for the strategic communication programs and activities of the internal/external communications of the organization. Develops communication policy and practice for the organization in the areas of marketing, media relations, advertising, public relations, promotions, investor relations, etc.
3165	Top Marketing Executive Has primary responsibility for plans designing, developing and implementing policies related to the organization's marketing activities. Develops market objectives and strategies, and monitors performance against goals. Typically directs activities such as market research, brand/product management, advertising and promotion, and new product development.
3160	Top Sales and Marketing Executive Has primary responsibility for the design, development and implementation of marketing and sales programs for the organization's products and services. Plans, directs and coordinates the efforts of marketing and sales toward of the accomplishment objectives. Maintains and constantly improves the organization's competitive position. Ensures maximum sales volume at minimum cost.
3170	Top Sales Executive Has primary responsibility for developing and implementing sales programs and directing the sales force to achieve volume objectives for the organization's products. Tracks sales performance against objectives and informs management of results. May manage relationships with major clients.
2935	Brand Marketing Management Manages the development and implementation of the organization's brand strategy. Increases internal and external awareness of the organization's brand image through marketing and communications programs, such as print advertising, public relations, marketing, events, online and community activities. Analyzes and reports on the results of brand marketing initiatives. <i>Use Management (M) Career Band.</i>
2905	Managed Care Marketing Management Manages the marketing opportunities and activities in a managed care unit. Oversees the marketing of managed care programs to promote new business opportunities and maintain business relationships. Identifies and negotiates managed care marketing and sales opportunities to increase market penetration and increase revenue. <i>Use Management (M) Career Band.</i>
2930	Marketing Management Manages the design, development and implementation of the organization's marketing policies and programs. Develops marketing objectives and strategies, and monitors performance against goals. Typically directs activities such as market research, brand management, advertising and promotion. Evaluates competitive health care services, utilization of services and facilities, physician preferences and community needs. <i>Use Management (M) Career Band.</i>
3175	Sales Management Manages the development and implementation of sales plans, strategies, and programs to new prospects and enhance existing accounts. Manages sales personnel. Prepares regular and special reports on sales. <i>Use Management (M) Career Band.</i>

Career Bands, Career Levels and Position Descriptions

Position Descriptions (continued)

Function

Materials Management

Code

- 5715 Top Supply Chain Executive**
Has primary responsibility for all supply chain activities as well as all or most of the following: customer service, inventory management, procurement, transportation, warehousing and distribution.
- 6000 Materials Management**
Manages programs to purchase, store, inventory and distribute materials, supplies and equipment. Directs supply and equipment negotiations for both individual purchase and continuing contractual relationships based upon the best cost-value relationship for the organization. Oversees personnel who order, receive, store and issue purchased items. Oversees personnel who decontaminate, assemble, sterilize, store, distribute and account for both one-time and reusable patient care and floor stock items. Prepares periodic reports on activities of the department. **Use Management (M) Career Band.**
- 6020 Purchasing Management**
Manages the approval and control of the purchasing function, within limits of delegated authority. Investigates all new developments relative to material and supplies and makes recommendations designed to reduce costs and improve quality. **Use Management (M) Career Band.**

Function

Non-Acute Care

Code

- 7797 Top Long-Term Care Executive**
Has primary responsibility for the overall operation, quality and financial performance of a long-term care program. Develops and implements policies and procedures, short-term and long-term goals, objectives and strategic plans. Provides direction and feedback to management. Ensures the facility is in compliance with all regulations and that all direct care providers meet and continue to maintain requirements and licensure.
- 7780 Top Professional Services Executive**
Has primary responsibility for all clinical divisions, departments and programs. Ensures that overall mission and goals are achieved by participating in the formulation of clinical objectives, services, policies and procedures. Develops and maintains administrative and regulatory compliance systems and optimal resource allocation criteria. Monitors performance and budgets of clinical services. Serves as liaison with all clinical professional, administrative and support staff. Serves as a member of the senior management group and various key committees.
- 0204 Adult Day Care Management**
Manages activities of adult day care programs and services designed for elderly individuals who do not live in a retirement or long-term care facility. Identifies health, education and psycho-social needs of older individuals in the community and develops programs, projects and activities based on assessed needs. **Use Management (M) Career Band.**
- 8070 Ambulatory Services Management**
Manages programs and staff of the ambulatory services department. Establishes and implements approved standards and guidelines for ambulatory services and programs. Monitors patient progress and maintains working relationships with community agencies. **Use Management (M) Career Band.**
- 8555 Ancillary Services Management**
Manages ancillary services such as pharmacy, respiratory, physical, recreational and occupational therapy services, and medical records, but excluding room, board, medical and nursing services. **Use Management (M) Career Band.**

Career Bands, Career Levels and Position Descriptions

Position Descriptions (continued)

Function

Non-Acute Care (continued)

Code

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|-------------|--|
| 0198 | Child Care Center Management
Manages the activities of the child care center. Reviews activities and makes recommendations for changes to improve the child care program. May serve as liaison with local community organizations to ensure that the child care program meets community needs. Use Management (M) Career Band. |
| 0195 | Home Health Care Management
Manages activities of the home health care unit. Schedules and coordinates nursing, therapeutic and related health services performed in patient homes. Participates with physicians in developing and delivering specific home health care services for individual patients. Prepares reports on services and costs. Use Management (M) Career Band. |
| 0214 | Hospice Management
Manages the hospice program including home care, in-patient care and bereavement follow up. Evaluates hospice educational and informational programs. Implements and maintains established department, unit and organization policies, procedures and objectives as well as quality assurance, environmental and infection control policies. Prepares reports on the activities of the operation for review by senior administration. Use Management (M) Career Band. |
| 0200 | Nursing Home Management
Manages activities of the nursing home. Maintains direct patient contact and reviews patient condition reports and health care plans. Analyzes and evaluates nursing care and implements changes for improvement. Prepares and reports on the activities of the unit for review by senior administration. Use Management (M) Career Band. |
| 8100 | Outpatient Services Management
Manages clinic activities. Establishes and administers outpatient policies and procedures in cooperation with other department heads and administrative personnel. Use Management (M) Career Band. |
| 0190 | Professional Services Management
Manages activities of designated clinical divisions, departments and programs. Ensures that overall mission and goals are achieved by participating in the formulation of clinical objectives, services, policies and procedures. Develops and maintains administrative and regulatory compliance systems and optimal resource allocation criteria. Monitors performance and budgets of clinical services. Serves as liaison with all clinical professional, administrative and support staff. Serves as a member of the senior management group and various key committees. Use Management (M) Career Band. |
| 8897 | Renal Dialysis Management
Manages activities of the renal dialysis unit. Provides clinical supervision for professional and technical hemodialysis, peritoneal dialysis, drug overdose and plasmapheresis. Develops operating budgets and standards of performance, and ensures that department operates within budget and in accordance with performance standards. Prepares reports on the activities of the unit for review by administration. Use Management (M) Career Band. |
| 0203 | Retirement Center Management
Manages activities of the retirement center. Plans and oversees the activities program for residents, new or prospective resident needs, and identifies any physical or dietary limitations. Prepares reports on the activities and operations of the center for review by senior administration. Use Management (M) Career Band. |
| 0209 | Same-Day Surgery Management
Manages activities of the same-day surgery unit. Ensures proper adherence to organizational policies, objectives and regulatory compliance in order to provide high quality patient care. Serves as a liaison with all professional, administrative and support staff. Prepares and reports on the activities of the unit for review by senior administration. Use Management (M) Career Band. |

Career Bands, Career Levels and Position Descriptions

Position Descriptions (continued)

Function

Non-Acute Care (continued)

Code

- 0205** **Substance Abuse Center Management**
Manages activities of the substance abuse center. Evaluates treatment procedures to ensure attainment of goals and objectives with regard to effective rehabilitation from drug/alcohol dependency. Complies with federal, state and local license requirements to maintain a high level of quality standards. Coordinates with community agencies and programs to ensure continuity in the type and level of patient care. **Use Management (M) Career Band.**

Function

Nursing

Code

- 8140** **Nursing Services Executive - Second Level**
Reporting directly to the Top Nursing Services Executive, shares responsibility for managing the activities of professional nursing personnel and support staff. Analyzes nursing and auxiliary services to improve the quality of patient care and attain maximum utilization of staff time and resources. Assumes other responsibilities delegated by the Top Nursing Services Executive.
- 8130** **Top Nursing Services Executive**
Has primary responsibility for the activities of professional nursing personnel and support staff. Implements and interprets administrative policies and procedures, regulates activities of the various nursing units, analyzes and evaluates nursing services rendered, and plans and directs orientation and in-service training programs for the nursing staff.
- 8212** **Care Coordination Management**
Manages activities of key areas that significantly impact the coordination of effective patient care delivery as well as the financial effectiveness of care delivery, including patient care management, social work, patient access and intake, and utilization management. Sets strategy and approves operational policies and procedures within Patient Care Coordination. Serves as a key clinical leader with significant contribution to Patient Care Services strategy. **Use Management (M) Career Band.**
- 2373** **Nursing Management**
Manages the activities of professional nursing personnel and support staff. Implements and interprets administrative policies and procedures, regulates activities of the nursing unit (or units), analyzes and evaluates nursing services rendered, and plans and directs orientation and in-service training programs for the nursing staff. **Use Management (M) Career Band.**
- 0219** **Operating Room Management**
Manages nursing services provided in the operating room and patient holding receiving areas including the establishment and maintenance of a clean and safe environment, procurement of necessary equipment and supplies, control of medications, preparation of patients for surgery and immediate post-operative care. **Use Management (M) Career Band.**
- 8150** **School of Nursing Education Management**
Manages the activities of the school of nursing in coordination with the school faculty. Monitors and evaluates faculty performance. Formulates and administers the nursing education programs to achieve the school's objectives. Analyzes, revises and maintains educational programs consistent with current nursing practices and procedures. **Use Management (M) Career Band.**

Career Bands, Career Levels and Position Descriptions

Position Descriptions (continued)

Function

Patient Services

Code

0410	Top Patient Experience Executive Has primary responsibility for the leadership, design, and implementation of initiatives that fulfill the mission of the organization, and promoting a culture that focuses on patient centered care and emphasizes outstanding service and compassion.
8570	Admissions Management Manages the activities of personnel who arrange for the admission of patients. Ensures the accuracy and completion of required admitting records, the assignment of available accommodations and arrangements for the payment of charges. Organizes admitting procedures in accordance with the activities of other departments and policies and procedures. <i>Use Management (M) Career Band.</i>
8213	Case Management Manages activities of the Case Management department in order to promote effective utilization of hospital resources, ensure processes support appropriate reimbursement for services rendered, support efficient patient throughput, and ensure compliance with all state and federal regulations related to case management services. <i>Use Management (M) Career Band.</i>
8635	Infection Control Management Manages activities of the Infection Control program at the organization and establishes related policies and practices. Monitors the delivery of patient care and investigates potential outbreaks of infection. Coaches and mentors the infection control team. <i>Use Management (M) Career Band.</i>
8557	Patient Relations Management Manages the development and implementation of policies and procedures to ensure a high level of satisfaction in the delivery of quality care and services to patients and their families. Serves as liaison between patients and other health care service providers. <i>Use Management (M) Career Band.</i>

Function

Pharmacy

Code

8304	Pharmacy Management Manages pharmacy activities, including the purchase, receipt, storage, compounding and dispensing of pharmaceuticals. As necessary, assists in dispensing medication, and oversees the maintenance of inventory, records, files and references. Consults with and advises medical staff regarding drugs and pharmaceuticals. <i>Use Management (M) Career Band.</i>
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Function

Physician Enterprise

Code

0113	Top Physician Integration Executive Has primary responsibility for the development of operational and clinical efficiencies for a network of physicians. Identifies needs and coordinates the development of physician relationships, cultural blending, shared technology, data and records management, and clinical/administrative process improvements.
2369	Top Physician Network Executive Has primary responsibility for the growth of physician networks through recruitment and coordination. Develops and implements the physician strategies, policies, provider network contract models and reimbursement methodologies. Coordinates physician services with requirements for individual health plans, claims processing, record-keeping, regulatory compliance, etc.

Career Bands, Career Levels and Position Descriptions

Position Descriptions (continued)

Function

Physician Enterprise (continued)

Code

0111	Top Physician Practices Executive Has primary responsibility for the development and implementation of policies, procedures, and overall operations of multiple physician practices. Ensures the successful delivery of patient services and achievement of financial goals. May lead physician recruiting and contracting. Typically reports to the CEO of a health care system, the Board of Directors or other governing body.
0192	Clinic Operations Management Manages the day-to-day activities of the clinic operations in order to provide high quality health care services to the community. Ensures efficient and economical performance in accordance with clinic operating budgets, goals and objectives. Maintains effective communications with senior administration, medical staff, the community and all levels of clinic employees. Ensures compliance with applicable regulatory requirements. <i>Use Management (M) Career Band.</i>
0253	Physician Practice Management Manages the operations of a physician practice, including administrative, financial, clinical, and educational activities. Leads the identification and implementation of short and long-term goals for the practice, and ensures their achievement. Monitors practice activities to ensure compliance with all applicable governmental regulations and practice standards. Generally reports to the practice Board of Directors or other governing body. <i>Use Management (M) Career Band.</i>

Function

Planning and Development

Code

2368	Top Business Development Executive Has primary responsibility for the development and implementation of goals and strategies to ensure the organization's financial growth and expansion of its market share. Identifies new lines of business and opportunities to enhance existing lines of business.
0165	Top Strategic/Long-Range Planning Executive Has primary responsibility for planning, implementation and achievement of strategic objectives in growth and structure through merger, acquisition and affiliation with other health care providers. Ensures the best use of organization resources in accordance with objectives for growth. Keeps top management informed on long-range health care trends and makes appropriate recommendations. Participates in the review of laws which have an effect on procedures and planning.

Career Bands, Career Levels and Position Descriptions

Position Descriptions (continued)

Function

Population Health

Code

4110 Top Population Health Executive

NEW

Has primary responsibility for developing organization's population health strategy. Lead clinical transformation initiatives coordinating activities across all areas of organization and track impact of initiatives on quality, cost and patient outcomes. Develop relationships with organizations across the health care continuum, including private physicians, post-acute care centers, social service agencies and community organizations to improve health of population across continuum.

4120 Population Health Management

NEW

Manages population health programs and initiatives including clinical transformation activities, coordination of patient transitions across health care continuum, developing patient data analytics to identify high risk populations and other strategic initiatives. Works collaboratively with departments across organization and external health care providers and community organizations to improve population health. **Use Management (M) Career Band.**

Function

Psychological/Social Services

Code

8480 Psychological Services Management

Manages psychological services to patients, including the study, diagnosis, and treatment of mental, emotional, and behavioral disorders. Oversees testing and counseling services to patients with psychological disorders. **Use Management (M) Career Band.**

8490 Social Services Management

Manages activities of the Social Services Department programs in accordance with policies and accepted social work practice. May utilize and supervise the work of volunteers. Evaluates and coordinates the department's services and the needs of the patients and the community served. **Use Management (M) Career Band.**

Function

Quality and Compliance

Code

0222 Top Compliance Executive

Has primary responsibility for the development, implementation and enforcement of the compliance program. Ensures conformance with applicable laws, regulations and accreditation standards, e.g., Medicare/Medicaid reimbursement, Equal Employment Opportunity (EEO), the Joint Commission on Accreditation of Healthcare Organizations (JCAHO), Intermediate Sanctions legislation, hazardous waste disposal, and the Americans with Disabilities Act (ADA).

2668 Top Total Quality Management Executive

Has primary responsibility for the development and implementation of a total quality management (TQM) program to improve clinical processes and programs throughout the organization and its units.

0221 Organizational Ethics Management

Manages ethics services, including bioethics and organizational ethics education. Participates in case reviews/consultations. Develops ethical decision making policies. Promotes and participates in the continuing process of education regarding medical ethics for the organization and the community. Serves on various committees dealing with issues of medical ethics and provides consultation on ethical issues inside and outside the organization. **Use Management (M) Career Band.**

Career Bands, Career Levels and Position Descriptions

Position Descriptions (continued)

Function

Quality and Compliance (continued)

Code

0217	Total Quality Management Manages the implementation of total quality improvement (TQM) projects and establishes quality improvement project teams. Audits organization programs and policies to ensure that patient and physician needs are effectively addressed. Use Management (M) Career Band.
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Function

Rehabilitation Services

Code

8380	Occupational Therapy Management Manages programs and staff of the occupational therapy department. Establishes standards for therapy and patient participation. Consults with physicians, assigns therapists and schedules and monitors treatment and progress of patients. Use Management (M) Career Band.
8350	Physical Therapy Management Manages programs and staff of the physical therapy department in the treatment of disabled, injured or diseased patients. Establishes standards for therapy and patient participation. Consults with physicians, assigns therapists and schedules and monitors treatment and progress of patients. Use Management (M) Career Band.
8400	Recreational Therapy Management Manages programs and staff of the recreational therapy department. Confers with physicians, assigns and schedules duties, and monitors the treatment and progress of patients. Use Management (M) Career Band.
8340	Rehabilitation Services Management Manages programs and staff of the rehabilitation services department. Establishes and implements approved guidelines for rehabilitation programs. Maintains working relationships with community agencies. Monitors treatment and progress of patients. Use Management (M) Career Band.
8450	Respiratory Therapy Management Manages activities of the inhalation therapists and technicians who administer medicinal gases and aerosolized drugs to patients. Use Management (M) Career Band.
8430	Speech and Hearing Therapy Management Manages activities of staff personnel in the speech and hearing therapy program. Reviews diagnoses and test evaluations of patients, and makes further recommendations for medical or social assistance. Assigns and schedules therapists, and monitors the treatment and progress of patients. Use Management (M) Career Band.

Career Bands, Career Levels and Position Descriptions

Position Descriptions (continued)

Function

Safety and Security

Code

- 1505 Top Safety and Security Executive**
Has primary responsibility for establishing programs and policies that provide and maintain safe working conditions on the organization's premises in compliance with applicable guidelines/regulations (e.g., Occupational Safety and Health Association [OSHA] in the United States) and other legal enactments as well as standards established by senior management.
- 1385 Fire Safety Management**
Manages fire safety programs and systems for the organization to ensure compliance with all applicable local, state and federal laws and regulations concerning fire and safety standards. Reviews building construction designs and codes, fire inspection reports, property damage reports and fire prevention training activities. *Use Management (M) Career Band.*
- 1500 Safety Management**
Manages the promotion and maintenance of safe and healthy working conditions, and recommends measures to reduce or eliminate industrial accident and health hazards in compliance with Occupational Safety and Health Administration (OSHA) regulations. *Use Management (M) Career Band.*
- 1530 Security Management**
Manages guard personnel in the enforcement of security procedures for the protection of people and property. Establishes security programs, work schedules and assignments. Studies and makes recommendations on special security problems. Cooperates closely with law enforcement agencies. *Use Management (M) Career Band.*
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Function

School of Medicine

Code

- 8090 Chief Academic Officer (MD)**
Has primary responsibility for the residency program of an academic medical center that is affiliated with a university. Manages relationship with the medical school. May direct the credentialing function.
- 8092 Dean of the School of Medicine (MD)**
Has primary responsibility for medical school and residency programs. Formulates academic policies, programs and establishes employment, recruitment, development, promotion and tenure policies of the faculty, deans and other academic leaders.
- 0180 Medical Director (MD)**
Has primary responsibility for all medical and related activities, with the exception of nursing services. Participates in establishing and implementing standards of medical service, and advises CEO/Administrator on medical and administrative questions and policies as they relate to medical practices. Plans for and participates in intern and resident physician education. Investigates and implements new medical practices and techniques. Serves as a consultant in unusual and difficult medical cases.
- 8094 School of Medicine Department Chair**
Directs and oversees the clinical, operational and financial management of an academic department. Ensures compliance to all organizational and accrediting/regulatory agency standards, policies and procedures. May be responsible for one or more residency or fellowship programs.

Career Bands, Career Levels and Position Descriptions

Position Descriptions (continued)

Function

Telecommunications

Code

1900	Telecommunications Installation and Maintenance Management Manages the installation of telecommunications switch/cell/network and/or maintenance activities at the customer site or remotely from organization location. Oversees the training of installation and/or maintenance/repair technicians. Ensures all installation and maintenance functions are performed in accordance with established organization specifications. Use Management (M) Career Band.
1980	Telecommunications Management Manages voice, data and video communication systems throughout the organization, including the planning, design, installation and maintenance of networks in support of information systems. Oversees the budgeting and long-range planning of telecommunications systems and projects, including various word processing and facsimile equipment systems. Consults with information systems staff to coordinate telecommunications systems capabilities. Prepares activity and progress reports. Use Management (M) Career Band.