

CHIEF INFORMATION OFFICER JOB DESCRIPTION

The Chief Information Officer (CIO) will provide technology vision and leadership for developing and implementing information technology (IT) initiatives that improve cost effectiveness, health care service quality, and business development in a constantly changing, competitive marketplace. The CIO will lead the health care network in planning and implementing enterprise information systems to support both distributed and centralized clinical and business operations and achieve more cost beneficial enterprise-wide IT operations.

MAJOR DUTIES AND RESPONSIBILITIES

This position provides strategic and tactical planning, development, evaluation, and coordination of the information and technology systems for the health care network. This position is designed to ensure the continuous delivery and operation of integrated clinical and administrative information systems. The CIO is responsible for the management of multiple information and communications systems and projects, including voice, data, imaging, and office automation. The CIO reports to the CEO, CFO or Executive Board of the health care network and supervises the organization's information systems staff.

The CIO is responsible for coordination, facilitation, and consultation with all health care network staff on information systems, communications, and patient management systems initiatives. The CIO will ensure that the health care network is current with the information systems standards set by the Joint Commission for Accreditation of Healthcare Organizations (JCAHO) and regulatory entities.

The CIO serves and participates proactively with other members of the health care network senior management team in developing and executing strategic plans to optimize the use of information technology in support of health care and business objectives. The CIO also participates in policy and decision making at the health care network level regarding resource allocation and future direction and control of proposed information systems.

PRINCIPAL ACCOUNTABILITIES

Enterprise-wide Planning

- Participates as an integral and active member in the strategic planning process of the health care enterprise.
- Develops, coordinates, guides and maintains IT systems strategic and operational plans in support of the overall clinical/patient-focused mission and business strategy. These plans define a vision for meeting current and future information and technology needs for the health care network, while ensuring alignment and integration of IT with the overall vision, mission, and values of the enterprise.
- Develops and maintains an enterprise systems architecture, defining standards and protocols for data exchange, communications, software, and interconnection of health care network information systems.

Leadership

- Provides advice on evaluation, selection, implementation and maintenance of information systems, ensuring appropriate investment in strategic and operational systems. Negotiates all IT acquisition contracts, soliciting involvement and participation of other management team members as appropriate.
- Provides responsive advice, counsel, education and service to the health care network concerning IT issues and trends in the IT industry.
- Communicates IT plans, policies and technology trends throughout the organization, including management groups and professional staff.
- Determines pertinent information required by management in making effective decisions. Ensures that the gathering, processing, distribution and use of this information occurs in a timely, accurate and cost effective manner through on-going review and education programs at executive, management and user levels.
- Promotes and oversees relationships between the health care network's IT resources and external entities (e.g., government, vendors, researchers, and other health care organizations).

Management and Oversight

- Approves, coordinates, and controls all projects related to selection, acquisition, development, and installation of major information systems for the health care enterprise.
- Develops and maintains an appropriate organizational structure capable of supporting the information needs of operating entities through appropriate and cost-effective information technology.
- Develops and maintains corporate IT policies and standards relating to the acquisition, implementation, and operation of information technology and communication systems.
- Develops and maintains an enterprise-wide data model and data dictionary.
- Negotiates IT service level agreements with user organizations and monitors IT systems performance to assure service levels are being met.
- Researches and evaluates alternatives for the enhancement or re-engineering of IT. Develops, coordinates and manages the incorporation of enhancements to and re-engineering of the health care network systems, in keeping with the needs and objectives of the enterprise.
- Provides quality service to end users in needs analysis, solution recommendation, vendor selection, implementation, training, and post-installation support.
- Ensures that enterprise information systems operate according to internal standards, external accrediting agency standards, and legal requirements.
- Develops and enforces policy and procedures to ensure the protection of enterprise IT assets and the integrity, security and privacy of information entrusted to or maintained by the enterprise.
- Develops and maintains an enterprise-wide business recovery plan to ensure timely and effective restoration of IT services in the event of a disaster.

Human Resources Management

- Responsible for the recruitment, development, motivation and retention of assigned management staff conforming to budgetary objectives and personnel policies. This shall be accomplished through the consistent practice of sound human resources concepts, thereby achieving teamwork, employee security, mutual respect, maintenance of the highest level of professionalism and a stake in the health care network's success.
- Ensures appropriate training programs for the organization are in place to attract, retain and develop the key personnel required to support information services.

Financial Management

- Develops and maintains the annual operating and capital budgets for health care network information and technology systems operations consistent with programmatic plans and established financial guidelines. Responsible for monitoring IT activities and costs as related to the overall utilization of resources required to meet programmatic operational requirements.
- Develops and maintains corporate policies and standards aimed at minimizing costs related to the acquisition, implementation and operation of IT systems.
- Maintains contact with IT suppliers and maintains knowledge of current technology, equipment, prices and terms of agreements to minimize the investment required to meet established service levels. Evaluates alternatives, performs appropriate cost benefit analysis, and recommends solutions that minimize costs commensurate with acceptable risks.
- Reviews health care network-wide hardware and software acquisition and maintenance contracts, soliciting involvement and participation of other management team members as appropriate. Develops, when possible, health care network-wide master purchase or lease agreements for hardware, software, maintenance and telecommunication services.

QUALIFICATIONS

Education

Requires a bachelor's degree in Computer Science, Business Administration or a related field. A master's degree in Health/Hospital Administration, Public Health, or Business Administration, or related field, or other evidence of substantial business knowledge, is desirable.

Experience

At least 10 years of progressive experience in managing functions and departments dealing with information handling, work flow and systems. Three or more years of direct management of a major IT operation is preferred. Two or more years of experience in a health care setting is essential, preferably in IT planning to support strategic business goals. Experience should also include substantial exposure to both in-house and shared or outsourced systems, multiple hardware platforms, and integrated information and communications systems. Specific experience with practice management, financial management and clinical management information systems is desirable.

Knowledge, Skills and Abilities

Comprehensive knowledge of:

- Business principles and techniques of administration, organization, and management to include an in-depth understanding of the key business issues that exist in the health care industry. These include, but are not limited to, knowledge of strategic and operational planning, health care economics, personnel administration, federal, state and local laws, marketing, financial and cost analysis, trends in the health care industry, and primary health care administrative theory and practice.
- Data processing methods and procedures, and computer software systems
- Business office operations as it pertains to third party billing and reimbursement activities in a managed care environment
- Equipment and software characteristics of various computer systems and a general understanding of system features and their integration capabilities
- Systems design and development process, including requirements analysis, feasibility studies, software design, programming, pilot testing, installation, evaluation and operational management
- Business process analysis and redesign

- Applicable external regulatory requirements (JCAHO) and their application to the IT area

Proven skills in:

- Written and verbal communication
- Negotiating with vendors, contractors, and others
- Budget preparation and monitoring
- Planning and organizing
- Management and leadership
- Interpersonal relationship building

Demonstrated ability to:

- Relate to all levels of the user community
- Be a team player that motivates and educates other team members
- Plan, implement and support systems in a complex health care environment
- Set and manage priorities
- Comprehend complex, technical subjects
- Translate technical language to lay audiences
- Link and apply complex technologies to business strategies
- Create and motivate behavior change