

Job Title : **Chief Operating Officer**

Employee Name: _____

Department: **Administration**

Employee Signature: _____

Reports to : **Chief Executive Officer**

Approved by:

Director of HR: _____

CEO: _____

JOB SUMMARY

The Chief Operations Officer is the responsible executive for the delivery of timely, high quality and effective service in the hospital. The Chief Operations Officer bears the ultimate responsibility for making sure that the day-to-day business operations at (NAME OF THE HOSPITAL) run smoothly and efficiently. The COO enforces the hospital's policies and procedures, and manages human and material resources, to ensure patient and doctor satisfaction, high employee morale, and hospital profitability. The duties and responsibilities of a hospital COO cover wide range business management activities, some of which are dealt with directly and some of which are tasked to subordinates under his/her supervision.

JOB DUTIES AND RESPONSIBILITIES

- Informs CEO of all the salient details of the day-to-day operations and consults with the CEO on important decisions that must be made on a regular basis.
- Acts on his behalf of CEO regarding business decisions in their absence.
- As a member of the (NAME OF THE HOSPITAL) Executive Team, Chief Operating Officer works collaboratively with fellow (NAME OF THE HOSPITAL) Executive Staff, physicians, employees and community to effect results by the implementation of operational plans, vision and mission of (NAME OF THE HOSPITAL).
- Responsible for the day-to-day operational, quality and financial performance of the Pharmacy, Radiology, Rehabilitation, Laboratory and Food Services.
- Works through the management team and medical leadership of the hospital, serving as a resource to help reduce costs, enhance revenues, achieve effective utilization and quality goals and objectives, analyze and utilize information to develop and support management decisions.
- Leads the development of strategic business plans that involve the participation of every department.
- Organizes the functions of the responsible areas through appropriate, planning, implementation, communication, teamwork, and the delegation of duties.
- Guides, mentors, coaches, and develops skills and results of subordinate managers and staff.
- Establishes monitors, evaluates and appropriately responds to performance expectations and criteria of subordinate managers and staff.

- Establishes formal means of accountability for those whom they have assigned duties.
- Regularly schedules and facilitates physician, medical staff, employee, and departmental meetings.
- Implements and is responsible for the Quality Improvement and Patient Satisfaction Programs and results for responsible areas.
- Actively participates and contributes to (NAME OF THE HOSPITAL) Medical Staff Recruitment and Retention Program.
- Develops and understanding of the physician needs, attitudes, and objectives to blend those with the functions and strategic objectives of (NAME OF THE HOSPITAL).
- Responsible for the implementation and appropriate utilization of (NAME OF THE HOSPITAL)'s hospital information system (HIS) and electronic medical record (EMR).
- Reviews and acts upon the reports of authorized inspecting agencies.
- Responsible for meeting or exceeding established Joint Commission International Standards for the services provided in responsible areas.
- Actively participate as a member of (NAME OF THE HOSPITAL). Executive Team in the Annual Budgeting and Planning process.
- Other duties as assigned.

EDUCATION AND EXPERIENCE

Master or Bachelors Degree in Business and/or Healthcare Administration.

Minimum of five years applied hospital executive experience with a proven track record of effective leadership, complex organizational management skills, and results.

Well-developed planning, marketing, organizational development, and professional skills.

Negotiation and financial analysis skills.

Conceptual, practical and human skills required with knowledge of technical, administrative, and operational skills to achieve position requirements.

Experience in hospital administration in a large and complex setting.

The ability to work with physicians, staff and professionals in multiple settings and locations and to promote diversity in the workplace.

Information systems capabilities and an appreciation for the data, which will be required to make meaningful management decisions.

Effective skills and abilities in oral and written communication through various media and methods.