HOSPITAL CHIEF INFORMATION OFFICER

DEFINITION

Under administrative direction, provides functional management and operational supervision of information and telecommunication technology and related services at Natividad Medical Center (NMC); plans, organizes, staffs, directs and controls information technology services and operations within the Medical Center’s Information Systems Department; leads and directs NMC information technology strategic planning activities; provides specialized technical expertise and direction regarding health care medical, business and clinical systems; manages NMC activities pertaining to applications development/maintenance, data processing, local and wide area network administration, office automation, and technical support; coordinates activities with other departments and external agencies; and performs other related duties as assigned.

DISTINGUISHING CHARACTERISTICS

The incumbent in this single-position class reports to the NMC Chief Executive Officer and serves as a senior level manager, overseeing and managing complex information technology functions and activities at the Medical Center. This class can be distinguished from other County information technology management classes by its health care systems focus, requiring the incumbent to have advanced and specialized knowledge of healthcare-specific information technology systems, familiarity with complex hospital enterprise applications, and experience addressing the unique security and confidentiality requirements of the healthcare environment.

EXAMPLES OF DUTIES

1. Assumes full management responsibility for information and telecommunication technology functions and services at NMC and its affiliate facilities; ensures appropriate implementation and support for medical, business and clinical systems by managing and coordinating applications development/maintenance, data processing, local/wide area network administration, office automation and technical support activities.
2. Participates in agency-wide information technology strategic planning activities; identifies and defines short and long-range automated system requirements; coordinates departmental input and technology planning processes; develops and recommends organization-wide information technology goals, objectives, policies and priorities.
3. Analyzes and assesses current and proposed information technology plans; directs, oversees and manages the development, design, implementation and maintenance of automated information systems to ensure the achievement of strategic NMC technology requirements and needs.
4. Monitors and evaluates the efficiency and effectiveness of NMC’s information technology methods and procedures; develops, maintains and implements programming standards, quality control procedures and related processes to ensure that all information technologies comply with county, department and/or mandated standards.
5. Directs NMC feasibility studies pertaining to the development, upgrading and/or replacement of medical, clinical and business systems and applications; evaluates user requirements; consults with managers and staff to research, review, investigate, evaluate and select new technologies for current and future business needs including computer systems equipment, hardware and software; identifies system integration and modification requirements; prepares and/or directs the development of program and
system specifications; collaborates in joint feasibility studies with the County Information Officer, other County departments and participating agencies.

6. Serves as the technical resource and project manager on NMC information technology projects; reviews and approves project plans; designs project and resource plans and schedules; develops proposals using cost/benefit analyses; analyzes and recommends equipment purchase or lease; coordinates the installation and evaluation of proposed hardware and software to ensure compatibility with existing systems; coordinates and directs programming activities; manages and resolves network performance and capacity issues; analyzes and recommends contractor and/or vendor services as appropriate; directs, coordinates, monitors and evaluates contractor and vendor performance; directs members of the project team; resolves difficult and complex technology issues; ensures compliance with budget and project goals/objectives.

7. Develops and administers NMC’s information technology security strategy, policies and procedures for network availability, security and related issues; ensures overall compliance with County and mandated standards such as those required by JCAHO, HIPPA and other regulations.

8. Oversees and participates in the development of NMC’s information technology budget, including capital expenses pertaining to technology projects; develops forecasts for funds needed for staffing, equipment, materials and supplies; monitors and approves expenditures and implements/authorizes budget adjustments; analyzes major technology purchases to determine their effect on the existing environment and their compatibility with strategic directions; reviews contracts for capital equipment and information technology services to help ensure agency-wide consistency with standards.

9. Selects, trains and supervises subordinate staff; plans, directs, coordinates and reviews staff work plans; assigns work activities, projects and programs; reviews and evaluates work products, methods, procedures and performance; meets with staff to identify and resolve problems; initiates and implements disciplinary procedures as necessary.

10. Plans and supervises the development and delivery of training programs for management and technical personnel on the use and maintenance of automated systems and equipment.

11. Serves as NMC’s information technology representative on a variety of information technology-related committees and task forces; coordinates and communicates with management regarding technology-related developments and their potential impact on NMC activities; confers with NMC Administration, County Information Technology management, the County Administrative Office, other County departments, and State and Federal offices regarding the implementation of information systems necessary to meet mandated data, information and reporting requirements.

12. Prepares complex analytical and management reports; makes presentations to individuals and groups; directs and oversees administrative activities within assigned areas.

13. Works with service line managers and department directors to discover, design and implement information technology process improvements, streamlining department functionality.

14. Performs other related duties as assigned.

**QUALIFICATIONS**

A combination of experience, education, and/or training which substantially demonstrates the following knowledge, skills and abilities:

**Thorough knowledge of:**
Hospital Chief Information Officer

1. The operations, services and activities of a comprehensive hospital information technology program with medical, clinical and business information systems.
2. Applications development, data processing and network functions.
3. The principles and techniques of developing and administering information systems, particularly those utilized in complex healthcare/hospital environments.
4. The principles and techniques of short and long range systems planning, needs forecasting and cost-benefit analysis.
5. Operational characteristics and capabilities of multiple computer operating systems, platforms, environments, hardware, software, router-based networks, and relational database applications in a client-server environment.
6. The principles and practices pertaining to electronic commerce.
7. The methods used to evaluate client information technology requirements.
8. The principles and practices of information technology project management.
9. The principles and practices of information system testing, evaluation, analysis and security administration.
10. The principles and practices of business administration including finance/budgeting, procurement, personnel management/supervision and strategic planning.

Working knowledge of:

1. The general range of operations, services and activities of a general hospital serving the needs of a large community.
2. The concepts and principles of emerging technologies within the healthcare medical, clinical and business fields.
3. Pertinent laws, codes and regulations related to healthcare information management; JCAHO, HIPPA and other regulations pertaining to data security/privacy.
4. Principles and practices of public administration, including the organization, powers and limitations of county government.
5. Theories and methods of research, data analysis and report writing.
6. Effective methods of communicating information to others.

Skill and ability to:

1. Manage various information technology programs and activities within a large hospital environment.
2. Apply highly complex technical principles and concepts to develop solutions for hospital medical, clinical and business functions.
3. Plan, organize and manage highly complex computer systems, applications and network projects and programs.
4. Research and evaluate new technology in healthcare medical, clinical and business functions; read and interpret system plans and specifications associate with the implementation and/or purchase of major systems.
5. Evaluate client business requirements to determine information technology solutions; identify, analyze, assess and appropriate consolidate functions to achieve departmental goals with the most cost effective use of system and fiscal resources.
6. Recommend, develop, implement and maintain information technology standards and processes to comply with laws, regulations, codes, and policies.
7. Participate in short and long term strategic planning processes, including the development and administration of goals, objectives and procedures; conduct complex technical research pertaining to best practices.
8. Prepare and administer information technology budgets.
9. Establish, implement and maintain policies, procedures, systems and standards as required to comply with regulatory agencies.
10. Interpret and apply complex laws, mandates, and regulations pertaining to healthcare information technology.
11. Prepare clear and concise technical and administrative reports; prepare Requests For Proposals and other complex documents.
12. Plan, organize, direct, supervise and evaluate the work of professional, technical and other supportive personnel; delegate work effectively.
13. Develop and administer technology quality control and quality improvement programs.
14. Communicate effectively with others, both orally and in writing and in giving presentations.
15. Provide excellent public relations and courteous customer service.
16. Establish and maintain cooperative working relationships with others including physicians, nurses, administrators, managers, vendors, contractors and other health care industry personnel.

REQUIRED CONDITIONS OF EMPLOYMENT

Working knowledge of a complex enterprise HCIS platform such as Meditech or a similar program.

EXAMPLES OF EXPERIENCE/EDUCATION/TRAINING

The knowledge, skills and abilities listed above may be acquired through various types of experience, education or training, typically:

Experience:
Five years of increasingly responsible professional analytical experience pertaining to the design, development, implementation, operation and maintenance of a large and complex information system within a hospital setting, including at least two years in a supervisory or operational management capacity.

Education:
Possession of a bachelor’s degree from an accredited college or university with major course work in computer science, information systems, mathematics, business administration, or a related field.

Substitutions:
1) A master’s degree with major course work in computer science, information systems, mathematics, business administration, or a related field may substitute for one of the required non-supervisory/management years of experience.

2) Advanced professional information technology certifications may substitute for all or part of the required education.

**PHYSICAL AND SENSORY REQUIREMENTS**

The physical and sensory requirements for this classification include:

1. Frequent sitting for extended periods of time; frequent lifting up to 50 pounds.
2. Constant ability to read information, including close up; constant ability to use a computer screen; frequent use of good overall vision, including color perception.
3. Constant eye and hand coordination and manual dexterity to write, operate a computer keyboard and finely manipulate small objects.
4. Constant ability to hear normal speech; frequent ability to hear and talk on the telephone and in person.
5. Constant ability to make decisions and concentrate.
6. Frequent exposure to computer noise.

**CLASS HISTORY**

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Prepared by: CPS Personnel Services

Approved by:

/s/ Janine Bouyea
NMC Human Resources Administrator

4/21/2009
Date