

From the 2nd Percentile to the 75th Percentile in Four Years

By Marcia Nelson, MD
Vice President for Medical Affairs
Enloe Medical Center



In the September 2010 edition of the California Healthcare News, Enloe Medical Center's quality improvement journey was presented (*Creating a Quality Movement in Your Hospital*). That article focused on creating a sustainable quality culture based on adopting best-practice care, engaging physician leadership and advancing their work with robust Board, administration and staff support. Now in the third year of that pro-

cess, it continues to drive much of the organizational focus throughout the year.

As important as clinical performance is, there is another important aspect to quality care: Patient experience. Captured in the Centers for Medicare & Medicaid Services mandated Hospital Consumer Assessment of Healthcare Providers and Services (HCAHPS) surveys, patient satisfaction will be tied to hospital reimbursement. In 2012, value based purchasing will penalize hospitals if quality and patient satisfaction scores are not at specified levels, and, according to the California Hospital Association, Enloe risked losing close to one million dollars yearly due largely to poor HCAHPS scores.

Administration and the Board went back to the drawing board in 2008, rethinking Enloe's role in the community. The new mission, "To improve the quality of your life through patient-centered care," resonated with staff, but our patients did not share this experience. As a Planetree affiliate, hospital leadership recognized the need to deliberately instill a cul-

ture of service throughout the organization.

In 2007, just after a series of devastating clinical events occurred, Enloe had understandably lost the confidence of the community. When asked, "On a scale of 0-10, how would you rate the hospital?" only 46% responded with a 9 or 10. This put Enloe in the bottom 2% nationwide. As shown in Table 1 on Page 3, much changed over the next four years, and Enloe's HCAHPS vendor, NRC+Picker, shared our most current quarter's results. Now, when asked the same "rate hospital" question, over 72% respond with a 9 or 10 rating, putting Enloe's score above the 75th percentile nationwide.

Please see > 75th Percentile, P2

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LETTERS TO THE EDITOR

If you have questions or suggestions regarding the News and its contents, please reply to dpeel@cahcnews.com.

Letter from the Publisher and Editor



Dear Reader,

The California Healthcare News has grown rapidly. In September, we had 15,241 readers, over 10,000 higher than a year ago. We think the high quality content, published here and on our web site (cahcnews.com), is the reason for our rapid growth.

This month's cover article is a good example of high quality content. Imagine the effort it took for the staff of Enloe Medical Center to go from the bottom 2nd percentile nationally, in terms of rating by its community, to the 75th percentile, in only four years. I suspect many people at Enloe burned the candle at both ends to make that happen!

Hospitals, clinics and health insurance companies can help us continue to publish high quality content. Submit your article to me at dpeel@cahcnews.com. The article should be 750 words and accompanied by the author's biography and high resolution, color portrait. Until next month,

David Peel, Publisher and Editor

< 75th Percentile, from P1

This improvement has been achieved through intentional efforts that can be adopted by other hospitals. In 2009, Enloe Medical Center implemented a strategic plan that balances Employee Engagement, Physician-Hospital Alignment, Financial Stewardship and Patient Experience to enhance the organizational culture by partnering with our staff and physicians, focusing on the whole patient experience, and being mindful in the allocation of our financial resources. Some of the elements include:

Employee Engagement

- New, transparent hospital leadership since 2009
- 93% of staff attended full-day education on patient-centered care, and 63% have already

completed the second stage of half-day education, which began this year

- Patient-centered care education comprises a full day of all new-hire orientations
- Regular communication with CEO and senior leadership through employee forums and weekly phone messages
- Celebrate physician and staff's patient-centered actions through quarterly "Stories of Excellence"
- Yearly "Spirit of Planetree" recognition for staff and hospital program demonstrating exceptional patient-centered care
- Specialized neurology training for medical-neurology nurses
- Recognize special achievements organization-wide, such as HCAHPS improvement

- Planetree Leadership Team with employee, physician and community members oversees patient-centered programs

Physician-Hospital Alignment

- Nationally known patient-centered care speaker at medical staff meeting
- Physician recognized yearly for excellent patient-centered care
- Physician-led quality initiatives culminating in annual Quality Summit
- Annual physician leadership retreats
- Planetree Medical Advisory Team directs patient-centered activities
- Annual Physician Legacy Award recognizing exceptional medical care
- Incorporate patient-centered

care at physician orientation

Financial Stewardship

- Invest in infrastructure to improve patient experience
- Invest in streamlined, telephone HCAHPS survey
- Board direction to invest resources that support applying for the Joint Commission’s Patient-Centered Hospital Designation in 2015

Patient Experience

- Enloe Regional Cancer Center’s National Planetree Award for incorporating arts and music into patient care
- Patient service excellence team to address real time concerns
- Animal assisted activities

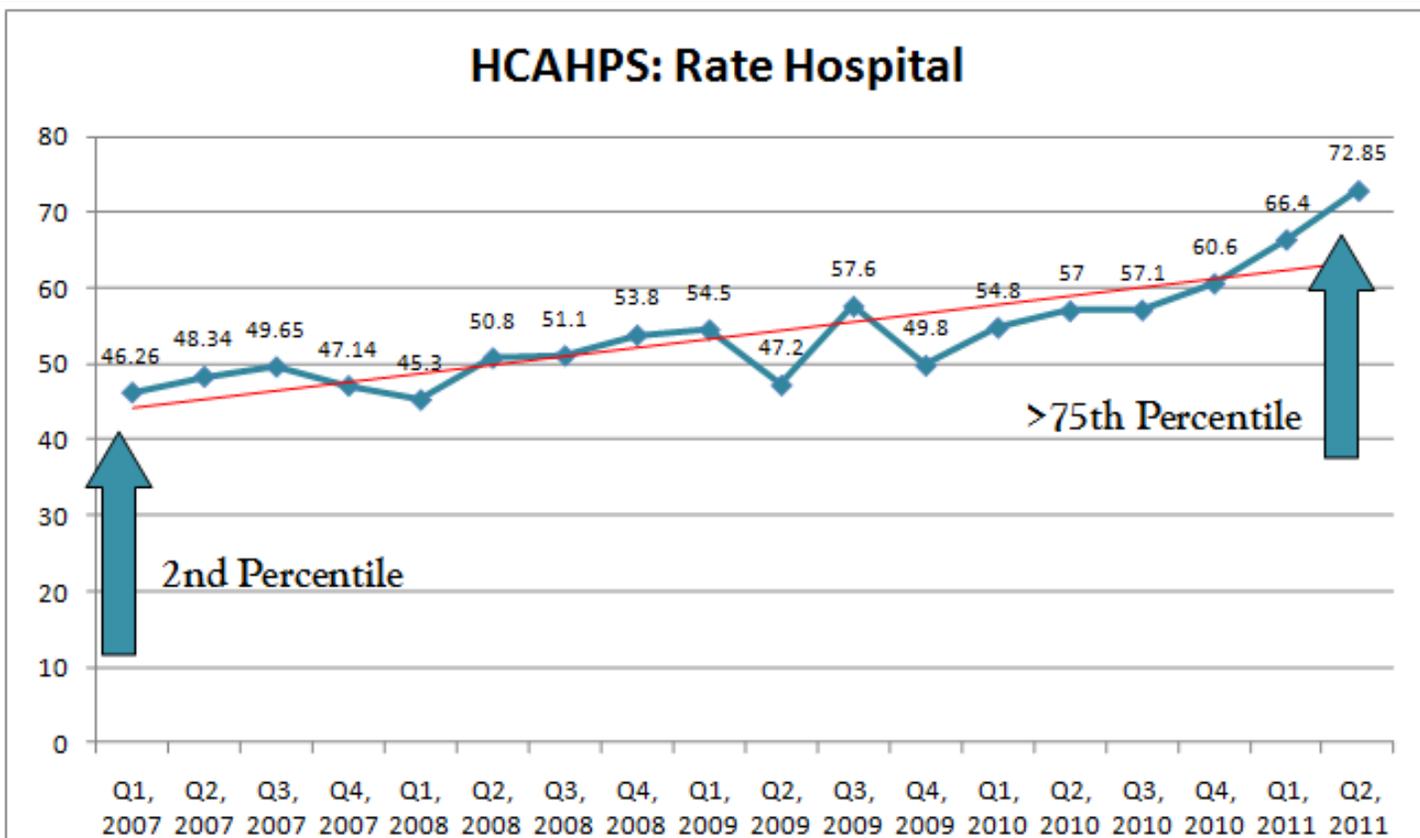
- Open medical record adopted March 2011
- Valet parking
- S-T Elevation MI (STEMI) receiving center designation 2010
- Joint Commission primary stroke center designation 2011
- Survey for Baby Friendly Hospital designation August 2011
- Top 25% performance for Medicare Hospital Acquired Conditions 2011
- Affiliation with UCSF Cancer Center

Achieving the 75th percentile for “rate hospital” is a real milestone for Enloe, made even more satisfying because of how we struggled not so long ago. Our experience shows that when a hospital

is aligned, from the Board to the front-line employees, remarkable things can happen.

Marcia Nelson, MD, is the Vice President for Medical Affairs at Enloe Medical Center and continues to practice Family Medicine. Additionally, Dr. Nelson, will attain her Master of Medical Management degree from USC in 2012. As VPMA at Enloe Medical Center since 2005, her primary focus is the annual Quality Summit, which highlights the past year’s quality improvement successes and helps set the next year’s quality priorities. Dr. Nelson has been honored by the Chico Chamber of Commerce as the “Outstanding Woman in Health Care” in 2004, and by Enloe with the “Spirit of Planetree Physician Champion” award in 2008.

Table 1. HCAHPS Rate Hospital Score: Enloe Medical Center



Note: Q2, 2011 data is preliminary (as of 8/12/2011)

Career Opportunities

To advertise call 425-457-4316
Visit cahcnnews.com to see all available jobs.



Executive Director (Lynwood, CA)

At St. Francis Medical Center, compassionate service means providing care with gentleness and kindness. It also guides our efforts to meet the healthcare needs of the whole person — body, mind and spirit. We invite you to consider this exciting opportunity to share our values and join our healing mission.

The successful applicant will be a person of integrity, one who fosters trust, openness, and confidence. The Executive Director serves as the chief academic operations officer of St. Francis Career campuses, and is a member of the senior leadership reporting directly to the CEO. The applicant will be responsible for approximately 500 students per academic year and provides leadership and guidance towards achieving academic excellence for all aspects of the educational programs, faculty performance, curriculum development, assessment of student learning outcomes, and efficient institutional and fiscal operations. The Executive Director serves as liaison between the CEO, senior leadership, management council, staff, and students.

To be qualified for this position, you must have a Doctoral Degree in Higher Education (or related field); be a creative and dynamic leader in new program development; have an understanding of Fiscal Management in Higher Education and have strong/effective organizational, interpersonal and communication skills.

St. Francis team members enjoy professional growth and educational advancement, as well as excellent benefits that include medical, dental and vision plans, plus generous paid time off, a tax-deferred annuity and a matched contribution retirement plan. For immediate consideration, please apply online at www.stfrancismedicalcenter.org. EOE



Partnership Account Manager (Registered Nurse or Pharmacist) (Los Angeles, CA)

The Partnership Account Manager develops and maintains consultative relationships with partnerships to meet customer objectives that are also aligned with company initiatives. Collaborates with and supports Infusion Planning Directors and operations staff in the management and maintenance of partnerships. Prepares, coordinates and facilitates partnership meetings, reporting and following up on requirements as needed. Interacts with discharge planners, case managers and physicians for transition of patients from acute setting to alternate infusion setting. Supports company Medical Management Solutions (MMS) by providing quality reviews, gathering data for business analysis and managing operations meetings. Works with general/location managers to ensure that operational capabilities are aligned with cost objectives. Monitors amount of pull through business associated with assigned partnerships and works with general managers and infusion planning directors to achieve stated business and sales goals. Assists with business development activities as needed.

Full time, salaried position. \$85,000-105,000/year.

Full benefits package.

Requirements:

Registered Nurse or Pharmacist licensed in the state of California. MBA or related advanced business degree preferred. Minimum 2 years of management or payer case management experience required, with infusion experience preferred. Sales and/or customer service experience in related field, preferably at C-suite level desired. Excellent verbal/written skills. Advanced problem-solving skills to allow for best outcomes for both the company and the client. Candidate must reside in the Los Angeles area.

Apply to: rlundzeiger@crescenthh.com

Direct: 714-520-6511

Toll free: 800-722-8085

Fax: 714-533-1319

Web site: www.crescenthealthcare.com



Case Manager - Registered Nurse (Santa Dimas, CA)

JOB SUMMARY:

Responsible for the quality and resource management of all patients that are admitted to the facility from the point of their admission and across the continuum of the health care management. Works on behalf of the advocate, promoting cost containment and demonstrates leadership to integrate the health care providers to achieve a perceived seamless delivery of care. The methodology is designed to facilitate and insure the achievement of quality, clinical and cost effective outcomes and to perform a holistic and comprehensive concurrent review of the medical record for the medical necessity, intensity of service and severity of illness.

EDUCATION, EXPERIENCE, TRAINING

Current California Registered Nurse License required; Five years acute care nursing experience. At least one year experience in case management, discharge planning or nursing management; Current BCLS certificate; Works occasional weekends.

TO APPLY

To learn more and apply visit www.sandimashospital.com/Jobs/Jobs.html

Candidates can also apply by emailing their resume to: hr-sdch@primehealthcare.com as well as going to the website.



Respiratory Care Educator/Supervisor NICU/Adult (Salinas, CA)

Stand stronger.

When a group of passionate, ambitious people bring their individual strengths together to reach a shared vision, they create a community that's powerful beyond belief. Salinas Valley Memorial Healthcare System invites you to stand stronger with us.

Respiratory Care Educator/Supervisor NICU/Adult

The successful candidate will coordinate quality patient services by providing operational/clinical supervision of departmental staff, including staffing, work assignments, staff development and supporting the delivery of safe and effective patient care. In addition you will be responsible for setting up and operating various types of respiratory care equipment, emergency services, minor preventative maintenance, bedside diagnostics, patient/family education and delivery of other associated therapeutic procedures. Approximately 60% of your scheduled time will be spent in the NICU.

Requires graduation from an AMA accredited 2-4 year respiratory care program, CA licensure as a Respiratory Care Practitioner, NRP, 5 years of experience in respiratory care and a background in a supervisory/management role. Must have experience in a Level III NICU and BLS/ACLS certifications per American Heart Association standards.

Located in the beautiful Central Coast/Monterey Bay area of California, our 269-bed regional acute care medical center offers a compensation package and work environment that will impress you. Please visit our website and apply online at www.svmh.com, or email resume to: resumes@svmh.com. EOE

Vancouver, Washington

Create your legacy.

Legacy Health places a high priority on building a culture that values diversity in how we work with each other, how we deliver care, how we partner with our community and how we do business. Diversity is a moral, social and business imperative for us. We believe that if we do the right thing for our employees, our patients and our communities, then we are doing the right thing for our business.

Legacy consists of six hospitals, including a children's hospital, dozens of primary care and specialty clinics, a regional medical laboratory service, a research facility, hospice and other components of a complete health system.

Nurse Manager, Medical Specialties Unit

We have an immediate opportunity for a Nurse Manager, Medical Specialties Unit at **Legacy Salmon Creek Medical Center**, Southwest Washington's most modern hospital. The qualified candidate will manage the daily operational activities of the 32-bed medical specialties unit and have the opportunity to lead a stable, engaged and committed team. The unit is supported by a strong hospitalist group and has continued to grow since the hospital opened in 2005! The manager will provide training, information and support to solve problems and accomplish assigned objectives.

- Washington State RN license required or eligibility.
- Bachelor's degree in Nursing required; MSN, MN or Master's in related field preferred.
- Minimum five years related experience required, three of which must be in clinical nursing.
- Previous hospital nursing management experience required.

Legacy Health is committed to diversity, inclusion and cultural competency.

Please apply online at www.legacyhealth.jobs for position number **11-4929**.
For further information, contact **Barbara Becker, 503-415-5740**. AA/EOE

Follow us on Twitter @[legacyrecruits](https://twitter.com/legacyrecruits)
www.legacyhealth.jobs



Career Opportunities

To advertise call 425-457-4316
Visit cahcnnews.com to see all available jobs.



A Ministry founded by the Sisters of St. Joseph of Orange

Nurse Manager, ED (Santa Rosa, CA)

Work in an environment that encourages you to do your best work everyday! At St. Joseph Health System - Sonoma County you will have the opportunity to strengthen the link between your career and your values, leaving you feeling connected to the organization and the community you serve.

Santa Rosa Memorial Hospital is currently recruiting a full time Emergency Department Manager for our Regional Level II Trauma Center. Our Trauma Center, which features 19 beds and provides 37,000 annual visits, is a Primary STEMI Receiving Center and is certified by The Joint Commission as a Primary Stroke Center. The Nurse Manager is responsible for overseeing the operation of the Emergency Department with accountability for leadership, fiscal management, staffing, and management of patient care. The qualified candidate must possess a CA RN license, BSN degree with five years of clinical and two years of management experience and be clinically competent and able to function at the bedside. Master's Degree preferred.

We offer competitive salary, excellent benefits and are committed to demonstrating our values in all our interactions. In other words, we're a great place to work! Not only has St. Joseph Health System been awarded the Gallup "Great Work Place Award" for 2007, 2008 and 2009, Santa Rosa Memorial Hospital was recently honored with the 2010/2011 Consumer Choice Award for the 14th time in the last 15 years. So please consider joining our management team here in beautiful Sonoma County.

To apply, please e-mail your resume to barbara.darling@stjoe.org or apply online to Job Requisition #343146 at www.stjosephhealth.org. For additional information, please contact Barbara Darling, Recruiter at 707-522-1505. Principals only, no agencies or recruiters please.

We are an Equal Opportunity Employer committed to a diverse workforce.



Director of Planning and Evaluation (Campbell, CA)

The Health Trust is seeking an exceptional individual to serve as Director of Planning and Evaluation. The Director is responsible for THT's planning and evaluation functions; will support the alignment of THT's grants, community programs and Initiatives with community needs and THT's mission, vision and values by guiding strategic planning, service design, grant strategies and evidence based research and evaluation. The Director will assist the management team in planning, designing, evaluating, and enhancing the performance of THT's operations including business management, community programs, grant-making and initiatives. The Director will staff the Planning and Evaluation Committee of the Board of Trustees.

Responsibilities:

Planning: Assists with developing and implementing systematic and multi-year plans to continuously advance THT's mission, and identifies opportunities for strategic partnerships and alliances with other foundations, non-profit service providers, researchers and advocacy groups. Assists the Chief Operating Officer to integrate THT's diverse array of activities by creating structures and systems to facilitate cross-program and departmental collaboration, communication, and joint decision-making.

Evaluation: Leads an organization-wide system for evaluation that fosters ongoing learning, opportunities for improvement, application of best practice as the underlying principle for conducting THT's core business, and high standards of care and practice. Recommends new or revised policies, procedures, and plans as related to evaluation methodology and practice to improve the activities and management of THT's community programs and grants.

To apply, send resume and salary requirements to:

The Health Trust
Human Resource Department
2105 S. Bascom Ave., Ste. 220
Campbell, CA 95008
FAX: (408) 559-9515
resume@healthtrust.org
www.healthtrust.org/about/positions.php



Nurse Manager - ICU (Lynwood, CA)

At St. Francis Medical Center, compassionate service means providing care with gentleness and kindness. It also guides our efforts to meet the healthcare needs of the whole person — body, mind and spirit. We invite you to consider this exciting opportunity to share our values and join our healing mission.

The successful applicant will work closely with the Clinical Director to develop, implement, coordinate and evaluate the delivery of nursing care services in units under their responsibility. Duties will include recruiting, training, evaluating and managing staff while collaborating with department heads to meet St. Francis Medical Center strategic objectives. This position will also share in budgetary responsibilities and represent the unit on various hospital committees.

The position requires managing staff that are providing care and service to an adolescent through geriatric patient population. The successful applicant will be responsible for ensuring that staff is providing age appropriate care in a manner that demonstrates an understanding of the functional and developmental age of the individual served.

To be qualified for this position, you must have a Bachelor Degree in Nursing (MSN preferred), five years recent experience in Critical Care, proven management expertise, effective written/verbal skills and basic computer abilities. Bilingual (English/Spanish) applicants are preferred.

Licenses/Certifications: Current CA Registered Nurse license. Current BCLS-C (AHA) card. Current ACLS.

St. Francis team members enjoy professional growth and educational advancement, as well as excellent benefits that include medical, dental and vision plans, plus generous paid time off, a tax-deferred annuity and a matched contribution retirement plan. For immediate consideration, please apply online at: www.stfrancismedicalcenter.org. EOE



Nurse Manager - Emergency Services (Lynwood, CA)

At St. Francis Medical Center, compassionate service means providing care with gentleness and kindness. It also guides our efforts to meet the healthcare needs of the whole person — body, mind and spirit. We invite you to consider this exciting opportunity to share our values and join our healing mission.

The successful applicant will act as a liaison to the pre-hospital EMS agencies, medical staff, patients, families and the community while coordinating clinical activities, education, research and administrative duties within the guidelines set forth in the Department of Health Services Trauma Services Agreement. This position requires working collaboratively with all members of the management team and medical staff towards achieving the Medical Center's goals and objectives. Duties will include providing on-going leadership, overseeing the daily operations of the department, processing payroll, preparing staff schedules, assisting with budgeting and participating in staff recruitment/evaluations.

To be qualified for this position, you must have two years of recent supervisory experience, three years emergency or critical care experience, fiscal and operational skills in managing a nursing unit and be proficiency in Microsoft Office products.

Licenses/Certifications: Current CA Registered Nurse license. Current BLS-C (AHA) card. Current ACLS. Current PALS. TNCC course with certification.

St. Francis team members enjoy professional growth and educational advancement, as well as excellent benefits that include medical, dental and vision plans, plus generous paid time off, a tax-deferred annuity and a matched contribution retirement plan. For immediate consideration, please apply online at: www.stfrancismedicalcenter.org. EOE



Radiology Cardiology Procedure Manager- Full Time (Whittier, CA)

At Presbyterian Intercommunity Hospital, community matters to us. Since 1959, PIH has been committed to building a mutually supportive health care team consisting of patient care givers, medical staff, volunteers and the board of directors that have ensured our local population the highest quality of medical services in the Los Angeles County.

We are proud of our friendly and cooperative spirit which links staff and patients together to share in the Presbyterian Promise: to ensure a full continuum of service and outreach programs for the health of the community, demonstrating respect, dignity and compassion for all who enter, staff and patients.

We are currently seeking a **Radiology Cardiology Procedure Manager**.

The Manager of Invasive Radiology and the Cardiac Catheter Laboratory is responsible for oversight of the day-to-day operations. The management of each department is responsible for the department's continuous, effective operation, to include performance improvement activities.

Requirements & Skills: Certified Radiologic Technologist by CDPH and ARRT / CA RN license. Five years' clinical experience and supervisory/management experience. Specific training and knowledge of cardiovascular and/or invasive radiologic procedures with 2 years' experience in one or both settings. Current BLS and ACLS certifications. Must possess excellent communication and computer skills. Bachelor's degree preferred.

We offer excellent salaries and additional retirement through 403(B) plan, health insurance, vision, dental, low cost prescriptions and much more. Become a part of the PIH community and help us bring a comprehensive array of services, the latest technology, advanced communication tools, use of best practices, and excellent patient satisfaction to those in need.

To apply or to find out more about PIH contact our recruiter by emailing: recruitment@pih.net or by visiting www.pih.net. EOE.



Clinical Laboratory Scientist II (Santa Dimas, CA)

JOB SUMMARY:

Each individual performs only those waived, moderate, or highly complex tests authorized by CLIA, Bus. & Prof Code, Section 1204, and must possess a degree of skill commensurate with individual's education, training or experience and technical abilities. Please see web site for a list of procedures each individual must perform as part of this job's responsibilities.

EDUCATION, EXPERIENCE, TRAINING

- Possession of a valid Clinical Laboratory Scientist license in the State of California
- Minimum 2 – year clinical laboratory experience;
- CPR within 3 months of employment if job includes direct patient contact.

TO APPLY

To learn more and apply visit <http://www.sandimashospital.com/Jobs/Jobs.html>

Career Opportunities

To advertise call 425-457-4316
Visit cahcnnews.com to see all available jobs.

Chief Nursing Officer

(French Camp, CA)

San Joaquin General Hospital is seeking a highly ethical, principled and talented Chief Nursing Officer to join the Executive Management team to provide leadership and administrative oversight of the complex operational nursing activities of San Joaquin General Hospital's Nursing Departments.

Well-qualified candidates should possess a strong foundation and understanding of acute care nursing administration and possess the highest level of dedication to healthcare while serving economically and culturally diverse communities. In addition to having integrity and a philosophy of excellence in providing health services, education and professional training; candidates should exercise sound judgment in making administrative decisions and resolving problems, have strong communication, presentation, and interpersonal skills, and maintain effective working relationships with committees, healthcare staff, the County Administration, County Board of Supervisors and the general public.

Desirable Qualifications: **Education:** Possession of a Master's Degree from an accredited college or university with a major in Nursing, Business Administration, Health Care Administration, or closely related field. **Experience:** Five years of increasingly responsible clinical or administrative nursing experience in an acute care hospital of 100 or more beds, three years of which must have been in a management capacity. **Substitution:** Possession of a Bachelor's Degree in Nursing and two additional years' experience in a management role in nursing administration may be substituted for the Master's Degree. **License & Certificates:** Current license as a Registered Nurse in the State of California; Membership in American Organization of Nurse Executives and/or Association of California Nurse Leaders.

Apply online at www.sjgov.org/hr and click on Employment Opportunities. For more information please contact Jennifer Goodman, Principal Personnel Analyst at (209) 953-7325 or at jgoodman@sjgov.org.



The County of San Bernardino invites application for the position of

Associate Hospital Administrator - Professional Services

Job Number: 11-01625-02

SALARY

\$102,606.40 - \$131,331.20 Annually

APPLY BY: 10/14/11 05:00 PM

Applicants are encouraged to apply online: <http://www.sbcounty.gov/hr>

THE POSITION

Arrowhead Regional Medical Center (ARMC) is recruiting for an **Associate Hospital Administrator-Professional Services** to provide direction and oversight to the following services and departments; Performance and Quality Improvement services, Healthcare Reform/Delivery System Reform Incentive Pool (DSRIP) quality standards, Medical Staff Office, Infection Control/Epidemiology, Home Health Services, Employee Health, Health Science Library, Cath Lab, patient satisfaction, patient advocate, patient safety, regulatory compliance, survey readiness/preparation and management of the Lean Program.

MINIMUM REQUIREMENTS: **Education:** Master's degree in Business Administration, Healthcare Administration or Nursing. **Experience:** Three (3) years of administrative or senior management experience in an acute care hospital. **Applicants with a Bachelor's degree in a qualifying field may be considered with six (6) years of qualifying experience. Equivalent qualifications may be given consideration provided education and experience is commensurate with the responsibilities of this position.**



Nurse Manager - Skilled Nursing and Palliative Care (Lynwood, CA)

At St. Francis Medical Center, compassionate service means providing care with gentleness and kindness. It also guides our efforts to meet the healthcare needs of the whole person — body, mind and spirit. We invite you to consider this exciting opportunity to share our values and join our healing mission.

The successful applicant will develop, implement, coordinate and evaluate delivery of nursing and multidisciplinary services in the SNF unit and for Palliative Care Services to ensure the delivery of safe, high quality nursing care and exemplary service to patients and families. Duties include providing management and leadership for a patient care unit which provides care/service to an acutely ill adult patient population that requires short term, skilled nursing. In addition, position provides managerial/administrative supervision within a service line model and supports patients/associates on all adult units for Palliative Care screening, intervention and care planning.

To be successful, applicant must have strong knowledge of State and Federal/CMS guidelines and regulations pertinent to management of CMS reimbursement; excellent written/verbal communication skills; fiscal, staffing and operational skills in managing a nursing unit and quality improvement/nursing professional practice development knowledge.

To be qualified for this position, you must have a Bachelor's Degree in nursing (Masters Degree preferred), three years of nursing experience in a long-term care environment and one year experience in management of short term rehabilitation/skilled nursing unit.

Licenses/Certifications: Current CA Registered Nurse license. Current BLS-C (AHA) card. Meet the CMS, Joint Commission and Title 22 requirements for SNF Nurse Manager.

St. Francis team members enjoy professional growth and educational advancement, as well as excellent benefits that include medical, dental and vision plans, plus generous paid time off, a tax-deferred annuity and a matched contribution retirement plan. For immediate consideration, please apply online at: www.stfrancismedicalcenter.org EOE



Assistant Unit Manager – Perioperative Services (Lynwood, CA)

At St. Francis Medical Center, compassionate service means providing care with gentleness and kindness. It also guides our efforts to meet the healthcare needs of the whole person — body, mind and spirit. We invite you to consider this opportunity to share our values and join our healing mission.

The successful applicant will be responsible for developing, implementing, coordinating and evaluating the delivery of nursing care services in the main OR to ensure quality nursing care. Duties will include interviewing and screening candidates for hire; staffing and scheduling; managing performance through coaching; disciplinary action; direct participation in providing annual performance reviews of staff; and participating in all required management meetings.

Requirements include a valid CA RN license; BSN; current ACLS and BLS-C through AHA; current PALS certification; progressive responsibility in management; proficient computer skills, and excellent communication skills. Competency in all modalities including Ortho, Neuro, General, Vascular, GYN/Urology, ENT, Plastics, Oph and Trauma is essential.

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Senior Financial Budget & Reimbursement Analyst (Los Angeles, CA)

A dedication to something greater.

Exceptionally developed skills, a dedication to excellence and a desire to transcend the ordinary. This is the source of true art. It is also the foundation for the world-class healthcare provided at Cedars-Sinai Medical Center. Our people bring an unmatched passion to their craft and it shows in everything they accomplish. In fact, in the 2011-12 U.S. News World Report rankings of America's Best Hospitals, we ranked among the top hospitals in America in 12 specialty areas. With precious few hospitals even ranking in one specialty area, that places us in exceptional company. If you desire to take your career to a higher level, we invite you to join us.

You will be responsible for participating in the development of the annual operating and capital budgets. You will monitor the capital and operating budget and provide assistance to all levels of management regarding budget questions. You will also prepare budget projections and maintain the budget software system (including volume, revenues & expenses, and FTEs & salaries). The position involves training new management on the budget and other processes. You will also be required to continuously seek improvement opportunities with the budget process/software system.

To qualify, you will have a Bachelor's degree in Finance, Healthcare Administration, Accounting or Economics and a minimum of three to five years experience in healthcare, finance, budgeting, accounting or economics. You must have prior experience preparing capital and operating budgets, preferably in a hospital environment, including knowledge of key statistics, terminology and the components of an income statement. Strong communication and interpersonal skills are also required. The position requires proficiency in Microsoft applications. Knowledge of Kaufman Hall applications is desirable.

For more information or to apply, visit us at: <https://www.cedars-sinaimedicalcenter.apply2jobs.com/> and reference job #7200.

Cedars-Sinai is an Equal Opportunity Employer that welcomes and encourages diversity in the workplace.



Healthcare Management Consultants (San Francisco, CA)

ECG Management Consultants, Inc., is a nationally recognized leader in providing a full range of management consulting services to prestigious healthcare organizations. We are currently seeking healthcare management consultants for our San Francisco office.

If you are committed to a professional consulting career characterized by exceptional quality and client service, perhaps it is time to look at ECG. We are a privately held and independent firm with a 35-plus year history of growth and a commitment to helping health systems, hospitals, physician practices, and schools of medicine navigate the strategic, financial, operational, and political issues they face.

We are seeking professionals who are interested in a long-term career in healthcare consulting dedicated to providing high-quality, value-added services. You must possess a master's degree, be driven to excellence, have an entrepreneurial spirit and a passion to be a leader in the consulting profession and healthcare industry. We are looking for entry-level professionals and experienced professionals with demonstrated success in healthcare consulting. You must be willing to travel and be able to relocate to within commuting distance of our San Francisco office. We offer an attractive compensation package that rewards success and accomplishment, as well as the opportunity for rapid professional growth for individuals willing to devote the effort required. If this describes your ideal consulting environment and your own personal characteristics, e-mail a letter and resume to:

Recruiting Manager
ECG Management Consultants, Inc.
recruiting@ecgmc.com
EOE

Career Opportunities

To advertise call 425-457-4316
Visit cahnews.com to see all available jobs.



Radiology Clinical Manager - Full Time (Whittier, CA)

At Presbyterian Intercommunity Hospital, community matters to us. Since 1959, PIH has been committed to building a mutually supportive health care team consisting of patient care givers, medical staff, volunteers and the board of directors that have ensured our local population the highest quality of medical services in the Los Angeles County.

We are proud of our friendly and cooperative spirit which links staff and patients together to share in the Presbyterian Promise: to ensure a full continuum of service and outreach programs for the health of the community, demonstrating respect, dignity and compassion for all who enter, staff and patients.

We are currently seeking a **Radiology Clinical Manager**.

The Radiology Clinical Manager is responsible for oversight of the day-to-day operations in the radiology departments. Areas of responsibility include all radiology clinical departments (MRI, CT, Ultrasound, Diagnostic Radiology, etc.). The Radiology Clinical Manager performs daily rounds in all areas of responsibility and develops performance metrics for continuous monitoring core department processes. The manager is responsible for the department's continuous, effective operation and for the continuous improvement of its activities.

Requirements & Skills: Certified Radiologic Technologist by CDPH and ARRT. Five years' clinical experience and supervisory/management experience. Specific training and knowledge of radiology procedures. Current BLS certification. Must possess excellent communication and computer skills. Bachelor's degree preferred.

We offer excellent salaries and additional retirement through 403(B) plan, health insurance, vision, dental, low cost prescriptions and much more. Become a part of the PIH community and help us bring a comprehensive array of services, the latest technology, advanced communication tools, use of best practices, and excellent patient satisfaction to those in need.

To apply or to find out more about PIH contact our recruiter by emailing: recruitment@pih.net or by visiting www.pih.net. EOE.



A Ministry founded by the Sisters of St. Joseph of Orange

Nurse Manager, ICN (Santa Rosa, CA)

Work in an environment that encourages you to do your best work everyday! At St. Joseph Health System - Sonoma County you will have the opportunity to strengthen the link between your career and your values, leaving you feeling connected to the organization and the community you serve.

Santa Rosa Memorial Hospital is currently recruiting for a full time Nurse Manager for their 12-bed, Level II, Intensive Care Nursery. The Nurse Manager is responsible for overseeing the operation of the department with accountability for leadership, fiscal management, staffing, and management of patient care for our tiniest patients. The qualified candidate must possess a CA RN license, BSN degree with five years of clinical and two years of management experience. Master's Degree preferred.

We offer competitive salary, excellent benefits and are committed to demonstrating our values in all our interactions. In other words, we're a great place to work! Not only has St. Joseph Health System been awarded the Gallup "Great Work Place Award" for 2007, 2008 and 2009, Santa Rosa Memorial Hospital was recently honored with the 2010/2011 Consumer Choice Award for the 14th time in the last 15 years. So please consider joining our management team here in beautiful Sonoma County.

To apply, please e-mail your resume to barbara.darling@stjoe.org or apply online to Job Requisition #338978 at www.stjosephhealth.org. For additional information, please contact Barbara Darling, Recruiter at 707-522-1505. Principals only, no agencies or recruiters please.

We are an Equal Opportunity Employer committed to a diverse workforce.



Manager, Skin and Wound Care Program (Lynwood, CA)

At St. Francis Medical Center, compassionate service means providing care with gentleness and kindness. It also guides our efforts to meet the healthcare needs of the whole person — body, mind and spirit. We invite you to consider this exciting opportunity to share our values and join our healing mission.

The successful applicant will support the Patient Care Services department by managing the standardized program for the care, teaching, management and rehabilitation of patients with (or at risk for) wound development, as well as the prevention of hospital acquired pressure ulcers in patients at risk. Responsibilities include managing the Pressure Ulcer Prevention program at SFMC, overseeing the duties of the Wound Care Nurse, and collaborating with Nursing Managers, Directors and the Medical Director for the program. This position will be responsible for leading the skin Performance Improvement Program and for the dissemination of all information relative to skin and wound care and treatment to multiple stakeholders on a regularly defined timeline.

The position requires the investigation, evaluation, report generation and communication with Quality and Patient Safety departments in any hospital acquired pressure ulcers. This position is also responsible for leading and developing a group of registered nurses as unit-based champions from our Skin Wound and Action Team (SWAT). Also responsible for developing and implementing an evidenced-based operational (annual) and strategic (three year) plan, and for assessing and reporting on the progress of such plan(s), making modifications as necessary.

To be qualified for this position, you must be NLN accredited with BSN Certification in Wound Care or extensive wound care experience in wound care setting (minimum 2 years), have 2+ continuous years of acute care experience with adult patients; the ability to collect and report quality data; and demonstrated skill and experience in conducting Prevalence and Incidence studies and collecting, analyzing, trending and reporting accurate data from these studies. Must attend continuing education opportunities at least annually; bilingual (English/Spanish) preferred.

Licenses/Certifications: Current CA Registered Nurse license. Current BCLS-C card. Current wound care certification through the WOCNCB (CWOCN, CWON, CWCN) or AAWM (CWS) preferred.

St. Francis team members enjoy professional growth and educational advancement, as well as excellent benefits that include medical, dental and vision plans, plus generous paid time off, a tax-deferred annuity and a matched contribution retirement plan. For immediate consideration, please apply online at: www.sfrancismedicalcenter.org. EOE



Clinical Educator - Perioperative Services Full Time, Day Shift (Lynwood, CA)

At St. Francis Medical Center, compassionate service means providing care with gentleness and kindness. It also guides our efforts to meet the healthcare needs of the whole person — body, mind and spirit. We invite you to consider this exciting opportunity to share our values and join our healing mission.

This position is responsible for coordinating and supporting the assessment, planning, implementation and evaluation of clinical education services for Perioperative Services. Responsibilities include developing in-service educational programs; evaluating the effectiveness/outcome of programs; overseeing education related to new equipment, policies/procedures and quality initiatives; evaluating/prioritizing all educational requests in a timely manner; participating in hospital initiatives; and collaborating with management to identify learning opportunities.

The successful applicant will have a Bachelor's degree (Master's preferred) and 5+ years of clinical experience in an acute care perioperative setting. Requirements include a demonstrated knowledge of adult learning principals, excellent communication/training skills and proficiency in Microsoft Office products. Must have a valid CA RN license, BLS (through AHA), ACLS and AORN certification. 2+ years of recent educator experience and bilingual capabilities (English/Spanish) preferred.

St. Francis team members enjoy professional growth and educational advancement, as well as excellent benefits that include medical, dental and vision plans, plus generous paid time off, a tax-deferred annuity and a matched contribution retirement plan. For immediate consideration, please apply online at: www.sfrancismedicalcenter.org. EOE

Central California Alliance for Health (the Alliance) is an award winning locally governed non-profit health plan established in 1996 that currently serves over 200,000 members in Santa Cruz, Monterey and Merced counties. The Alliance was created to improve access to health care for lower income residents who often lacked a primary care "medical home" and so relied on emergency rooms for basic care. We link members to primary care physicians and clinics that deliver timely services and preventive care, and arrange referrals to specialty care. We work in partnership with our contracted providers to promote prevention, early detection and effective treatment, and improve access to quality health care for those we serve. This results in the delivery of innovative community-based health care services, better medical outcomes and cost savings.

HEALTH SERVICES DIRECTOR - Scotts Valley, CA

Under the direction of the Executive Director, and in collaboration with the Chief Medical Officer, the Health Services Director is responsible for: Strategic development, direction and management of the Alliance Utilization Management, Care Management, Health Education and other programs in the Health Services Department; Maintaining Health Services departmental policies and procedures to ensure consistency with Alliance goals, ensuring regulatory and contractual compliance, including collaboration in managing regulatory medical audits and inquiries related to the Health Services Department; Assisting the Quality Improvement Director with Alliance quality programs; Coordinating relationships with clinical and social service agencies, and documenting protocols for agency communications and referrals; Providing staff support to Alliance Advisory Groups and clinical committees; and participating in the Alliance grievance process and systems as directed.

The Successful Candidate will: Envision, develop and implement new Health Services programs to leverage the Alliance's new economies of scale; Collaborate and partner with the Chief Medical Officer and other Directors to achieve Health Services goals. Partner with the Alliance Business Analysis Division in developing analytic reports to use in analyzing, tracking and reporting on member utilization of Alliance services; Possess demonstrated leadership skills and abilities; Set goals and inspire Health Services staff to achieve them; and promote the use of Alliance Health Services IT/software systems.

The Health Services Director position requires a current, unrestricted California licensure as a Registered Nurse and a minimum of 4 years clinical background, preferably in both inpatient and outpatient care, and managed care experience in development and supervision of Care Management, Quality Management and/or Utilization Management services is preferred. A Bachelor's degree is required, Master's degree is preferred.

Compensation Range: \$127,767 - \$194,413 annually, dependent upon skills and experience.

CARE MANAGEMENT MANAGER - Scotts Valley, CA

Based in the Scotts Valley office, under the direction of the Health Services Director, and in collaboration with the Chief Medical Officer, the Care Management Manager directs all aspects of the Care Management program including complex care, transitional care, care management and care coordination. The Care Management Manager will be responsible for implementing best practices, promoting quality outcomes by working collaboratively with the care management team, internal departments, provider offices and community agencies. The Care Management Manager will continuously evaluate program effectiveness and uphold the Alliance's high standards for meeting member's needs across the continuum of care and for ensuring regulatory and contractual compliance.

The ideal candidate will have strong leadership, organizational and managerial skills and will be a Registered Nurse with current unrestricted CA licensure preferred. In the absence of a RN license, other licensure focused on health care delivery may be considered. Experience supervising and training clinical staff is required, as well as experience in a care management capacity/setting.

Compensation Range: \$85,708 - \$130,415 annually, dependent upon skills and experience.

For complete Position Descriptions and to apply on-line, please go to: www.ccah-alliance.org/careers.html



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