CHIEF VALUE OFFICER

Role description

Objective and overall purpose

The Chief Value Officer (CVO) is the designated leader and liaison between his/her department and the Hospitals & Clinics whose role is to improve and sustain exceptional patient care that is safe, efficient, and cost effective.

Broad function and scope

The CVO serves as the representative and leader of the department for inpatient and/or ambulatory care to achieve institutional goals and to provide decision-making to improve the organization’s ability to provide exceptional care, manage growth, and develop and deliver on the strategic vision.

Key responsibilities

- Oversees and/or executes work on improving key areas, including but not limited to:
  - Quality and related national quality standing priorities—example: applicable accreditation requirements, applicable metrics related to the UHC Inpatient & Ambulatory Scorecards, etc.
  - Safety—Department liaison for patient safety
  - Patient experience—HCAHPS, CG-CAHPS, and Press Ganey scores
  - Department clinical re-design initiatives that foster the consistent delivery of high-value care
  - Reimbursement (ability for the institution to thrive)—documentation of major comorbidities
  - Provider support—Epic optimization and operations
  - Strategic plans—providing input for space and facilities planning

- Practices key attributes
  - Fosters a safety culture within their Department
  - Supports University of Utah Health Care institutional mission
  - Demonstrates a high level of professionalism
  - Creates and maintains excellent working partnerships
  - Communicates frequently, clearly, and with a solutions-focus
  - Espouses transparency
  - Educates

- Identifies Medical Directors within his/her department to support initiatives, as applicable
- Attends and contributes to bi-monthly Chief Value Officer Council meetings, Inpatient/Ambulatory, as applicable
- Serves on (or identifies department representatives to serve on) other key system committees such as the Safety Committee as needed by the organization
- Formally presents and distributes key information with department leadership, faculty, advanced practice clinicians, and house staff, as applicable
- Collaborates with other CVOs
- Contributes to the development of UUHC’s Operational Strategy goals, is well versed in the tactics, and leads initiatives within department to contribute to the organization’s accomplishment of goals
- Provides feedback to CMO, executive medical directors, and other CVOs to improve care, operations, and processes
- Contributes to identifying solutions and decision making

Reporting structure

- Reports to the Chief Medical Officer Office and Department Chair
- Receives direction and support from executive medical officers, including the Chief Medical Information Officer, Chief Medical Quality Officer, Chief Medical Utilization Officer, etc.
- Designates Medical Directors within department to help achieve goals, as applicable