

SUBMITTAL TO THE BOARD OF SUPERVISORS  
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA



ITEM: 3.15  
(ID # 20370)

MEETING DATE:

Tuesday, October 25, 2022

FROM : HUMAN RESOURCES AND RUHS - MEDICAL CENTER :

SUBJECT: HUMAN RESOURCES & RUHS - MEDICAL CENTER: Classification & Compensation Recommendation to create a Health System Chief Information Officer classification, amend the House Supervisor salary range, and amend Ordinance No. 440 pursuant to Resolution No. 440-9301 submitted herewith, All Districts. [Total Cost \$1,509,128, with an ongoing cost of \$934,222, 100% RUHS Enterprise Fund 40050]

RECOMMENDED MOTION: That the Board of Supervisors:

1. Approve the recommendation to create a new, Health System Chief Information Officer classification.
2. Adjust the Salary range of the House Supervisor.
3. Adjust the Salary of the House Supervisor Per Diem.
2. Amend Ordinance No. 440 pursuant to Resolution No. 440-9301.

ACTION: Policy

  
Michael Bowers, Assistant HR Director

10/17/2022

  
Jennifer Cruikshank, Chief Executive Officer - Health System

10/17/2022

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MINUTES OF THE BOARD OF SUPERVISORS

On motion of Supervisor Spiegel, seconded by Supervisor Perez and duly carried by unanimous vote, IT WAS ORDERED that the above matter is approved as recommended and that Resolution 440-9301 is adopted as recommended.

Ayes: Jeffries, Spiegel, Washington, Hewitt, and Perez  
Nays: None  
Absent: None  
Date: October 25, 2022  
xc: HR, RUHS-MC

Kecia R. Harper  
Clerk of the Board

By:   
Deputy

**SUBMITTAL TO THE BOARD OF SUPERVISORS COUNTY OF RIVERSIDE,  
STATE OF CALIFORNIA**

| <b>FINANCIAL DATA</b>                                       | <b>Current Fiscal Year:</b> | <b>Next Fiscal Year:</b> | <b>Total Cost:</b>            | <b>Ongoing Cost</b> |
|---|-----------------------------|--------------------------|-------------------------------|---------------------|
| <b>COST</b>   | \$574,906                   | \$934,222                | \$1,509,128                   | \$934,222           |
| <b>NET COUNTY COST</b>                                      | \$0                         | \$0                      | \$0                           | \$0                 |
| <b>SOURCE OF FUNDS: 100% Hospital Enterprise Fund 40050</b> |                             |                          | <b>Budget Adjustment: No</b>  |                     |
|   |                             |                          | <b>For Fiscal Year: 22/23</b> |                     |

**C.E.O. RECOMMENDATION:** Approve

**BACKGROUND:**

**Summary**

Recently, RUHS has addressed significant challenges regarding recruitment and retention issues that have escalated drastically over the past three years. While most of these changes have taken place below the manager and supervisor levels within the hospital, they have created some unforeseen challenges for their supervisor and manager classifications. The Medical Center is still struggling to attract and retain House Supervisor candidates both internally and externally. The current salary range does not fully capture the scope of the role as it pertains to an organization as large as RUHS. Upon review, the Human Resources Classification and Compensation Division supports an adjustment to the House Supervisor salary range to better represent the demands of overseeing and coordinating the nursing services throughout a Medical Center with a size and complexity comparable to RUHS.

RUHS also requested to create the Health System Chief Information Officer classification to help restructure its entire Information Technology Division. RUHS requires a new single-position classification that reports directly to an Associate Medical Officer that is specialized in healthcare information systems, capable of driving innovation, streamlining operations, and incorporating new technologies into Health System's various facilities and operations. This class will work directly with internal and external stakeholders to improve processes and better serve the needs of the public. The salary range was determined through an external market study as well as an internal parity review.

In addressing the needs of RUHS, the following adjustments are recommended to ensure our pay is competitive in the local market:

**Classification Additions:**

Health System Chief Information Officer: It is recommended to add this classification to the Class and Salary Listing and use the salary plan/grade XMB/430 (\$148,828 - \$269,813). The Department would like to add the position and will recruit for it once it has been created.

**Salary Adjustments:**

**SUBMITTAL TO THE BOARD OF SUPERVISORS COUNTY OF RIVERSIDE,  
STATE OF CALIFORNIA**

House Supervisor: It is recommended to adjust the salary plan/grade MRP/551 (\$103,991 - \$155,011) to salary plan/grade MRP/655 (\$123,929 - \$184,731). This will be an increase of 22.06% at the Min and 22.06% at the Max. There are currently 8 incumbents in this classification.

House Supervisor - Per Diem: It is recommended to adjust the salary plan/grade EXE/112 (\$119,105) to salary plan/grade EXE/112 (\$184,731). This will be an increase of 55%. There are currently 4 incumbents in this classification.

**Impact on Residents and Businesses**

Approval of these recommendations will have no direct impact on residents or businesses. By paying more competitive rates, we increase our ability to attract and retain staff for these critical roles and maintain the high quality of service the medical center provides.

**Attachments**

- I. Resolution 440-9301
- II. Health System Chief Information Officer Job Spec

  
\_\_\_\_\_  
Meghan Hahn, Senior Management Analyst 10/18/2022

RESOLUTION NO. 440-9301

BE IT RESOLVED by the Board of Supervisors of the County of Riverside, State of California, in regular session assembled on October 25, 2022, that pursuant to Section 3(a)(iv) of Ordinance No. 440, the Director of Human Resources is authorized to amend the Class and Salary Listing of Ordinance No. 440, operative the beginning of the pay period following approval, as follows:

| <u>Job Code</u> | <u>+/-</u> | <u>Class Title</u>                      | <u>Salary Plan/Grade</u> |
|-----------------|------------|---|--------------------------|
| 74446           | +          | Health System Chief Information Officer | XMB 430                  |

BE IT FURTHER RESOLVED that pursuant to Section 8(c) of Ordinance No. 440, the Director of Human Resources is authorized to amend the Class and Salary Listing of Ordinance No. 440, operative at the beginning of the pay period following the date of approval, as follows:

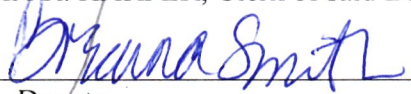
| <u>Job Code</u> | <u>Class Title</u>        | <u>From Salary Plan/Grade</u> | <u>To Salary Plan/Grade</u> |
|-----------------|---------------------------|-------------------------------|-----------------------------|
| 73925           | House Supervisor          | MRP 551                       | MRP 655                     |
| 73926           | House Supervisor-Per Diem | EXE 112<br>(\$119,105)        | EXE 112<br>(\$184,731)      |

ROLL CALL:

Ayes: Jeffries, Spiegel, Washington, Perez and Hewitt  
Nays: None  
Absent: None

The foregoing is certified to be a true copy of a resolution duly adopted by said Board of Supervisors on the date therein set forth.

KECIA R. HARPER, Clerk of said Board

By:   
Deputy

REVISED

RESOLUTION NO. 440-9301

BE IT RESOLVED by the Board of Supervisors of the County of Riverside, State of California, in regular session assembled on October 25, 2022, that pursuant to Section 3(a)(iv) of Ordinance No. 440, the Director of Human Resources is authorized to amend the Class and Salary Listing of Ordinance No. 440, operative the beginning of the pay period following approval, as follows:

| <u>Job Code</u> | <u>+/-</u> | <u>Class Title</u>                      | <u>Salary Plan/Grade</u> |
|-----------------|------------|---|--------------------------|
| 74446           | +          | Health System Chief Information Officer | XMB 430                  |

BE IT FURTHER RESOLVED that pursuant to Section 3(c)(ii) of Ordinance No. 440, the Director of Human Resources is authorized to add the following classification(s) to Appendix II, operative the beginning of the pay period following approval, as follows:

| <u>Job Code</u> | <u>+/-</u> | <u>Class Title</u>                      |
|-----------------|------------|---|
| 74446           | +          | Health System Chief Information Officer |

OCT 25 2022 3.15

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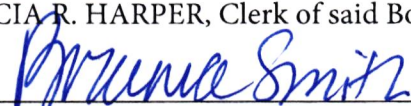
| 4 | <u>Job Code</u> | <u>Class Title</u>        | <u>From Salary Plan/Grade</u> | <u>To Salary Plan/Grade</u> |
|---|-----------------|---------------------------|-------------------------------|-----------------------------|
| 5 | 73925           | House Supervisor          | MRP 551                       | MRP 655                     |
| 6 | 73926           | House Supervisor-Per Diem | EXE 112<br>(\$119,105)        | EXE 112<br>(\$184,731)      |

7  
8 ROLL CALL:

9 Ayes: Jeffries, Spiegel, Washington, Perez and Hewitt  
10 Nays: None  
11 Absent: None

12 The foregoing is certified to be a true copy of a resolution duly adopted by said Board of Supervisors on the  
13 date therein set forth.

14 KECIA R. HARPER, Clerk of said Board

15 By:   
16 Deputy

17  
18 10.25.2022

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23 /kc  
24 Revised  
25 11/08/2022

26 Item 3.15  
27 10/25/2022

28 /tc  
10/13/2022  
440 Resolutions\TC

**3.15**



# MEMORANDUM

**DATE:** November 8, 2022

**TO:** Kecia Harper, Clerk of the Board

**FROM:** Erik Collier, Human Resources Services Manager

**RE:** Correction to Resolution No. 440-9301

Attached, please find corrected Resolution No. 440-9301, Agenda Item 3.15 submitted and approved by the Board of Supervisors on October 25, 2022. Section 3(c)(ii), "...add the following classification(s) to Appendix II..." was inadvertently left off and should read as follows:

| <u>Job Code</u> | <u>+/-</u> | <u>Class Title</u>                      |
|-----------------|------------|---|
| 74446           | +          | Health System Chief Information Officer |

The correction listed above within Resolution No. 440-9301 was due to a clerical error and does not affect the salary of the classification.

Should you have any questions or require additional information, please feel free to contact me.

*Erik Collier*

Human Resources Division Manager  
(951) 955-1117

Attachment:  
Revised Resolution No. 440-9301





## HEALTH SYSTEM CHIEF INFORMATION OFFICER

Class Code: 74446

Bargaining Unit: Management Resolution -  
Management

COUNTY OF RIVERSIDE  
Established Date: Nov 3, 2022  
Revision Date: Nov 3, 2022

### SALARY RANGE

\$71.55 - \$129.72 Hourly  
\$12,402.36 - \$22,484.49 Monthly  
\$148,828.37 - \$269,813.86 Annually

### CLASS CONCEPT:

Under administrative direction, plans, organizes, implements, and directs the design, operation, coordination, maintenance, and installation of the integrated Riverside University Health System's (RUHS) enterprise information and security systems and facilities; assists with operational aspects of the integrated RUHS Information Services (IS) Department; performs other related duties as required.

The Health System Chief Information Officer is a single position class and reports to an appropriate executive level management position. The Health System Chief Information Officer serves as the Information Security and Technology Services Officer for the RUHS and is characterized by the daily responsibility to manage, through subordinate managers, the management of the RUHS IS department's enterprise information systems, including security and privacy programs and communications systems, to ensure that service objective expectations are developed and attained. The RUHS IS department overseen by this role spans through the entire health system including the Medical Center, Community Health Center, Correction Health, Behavioral Health, and Public Health.

The Health System Chief Information Officer has been designated At-Will by the Board of Supervisors, in accordance with the provisions provided under Article 601E (2) of the County Management Resolution and serves at the pleasure of the Medical Center Chief Executive Officer.

This class has been deemed eligible for the Performance Recognition Plan as set forth under Article 3 of the County Management Resolution. Program eligibility requires employees to be in a leadership position, manage other employees or programs, and have significant influence on the achievement of organizational objectives.

**REPRESENTATION UNIT:** Management Resolution – Management

### **EXAMPLES OF ESSENTIAL DUTIES:**

(Depending on the area of assignment, duties may include, but are not limited to, the following)

- Plan, coordinate, and direct the operations of RUHS' information technology and security services.



- Create and implement a strategic plan to meet current and future business needs to drive reliable, secure, scalable, available, and extensible systems.
- Participate in strategic, operational, and organizational planning processes; identify operational and organizational problems and formulate and implement solutions; set specific goals and measure results both at the local divisional, and integrated health system levels.
- Ensure the efficient operation of all end-user technology: desktop, laptop, and tablet computers, mobile phones, associated operating systems, and other software for RUHS.
- Provide software application support and development for RUHS' Electronic Health Records application, third-party packages, and custom systems.
- Discover new to the company technology, methods, and systems by which RUHS can improve and develop the IT efficiency, effectiveness, capability, and capacity.

Manage critical applications in a mission-critical environment including familiarity with the regulatory, security, privacy, and risk aspects of RUHS.

- Leverage existing information technology to improve patient access, quality, safety, productivity, efficiency, and the overall patient experience.
- Responsible for managing and improving the enterprise-wide Business Continuity function as well as the IT Disaster Recovery function of RUHS.
- Develop and communicate an information systems management, governance structure, and project statuses to all levels of the health system.
- Plan, manage, and coordinate Health Information and Digital technology provided by RUHS/partners to help improve patient outcomes and population's health with optimal utilization of resources.
- Build strong relationships with physicians, staff, and health system leadership to build trust, support; support and optimize customer satisfaction at all levels.
- Assure that the IS management structure supports the effective delivery of systems; provide excellent service and assure the integrity of the information resources infrastructure and applications.
- Enhance the utilization of the hospital information system and advanced clinical systems across the Health System.
- Develop and monitor annual information resources operating and capital budgets to ensure that areas of responsibility have the necessary funding to carry out established organizational goals and objectives.
- Oversee all information security policies and procedures to ensure regulatory compliance with appropriate levels of internal controls.
- Ensure and support RUHS divisions' compliance with security standards and policies and systems backup and recovery, including business continuity.
- Define, measure, and drive compliance including but not limited to defined regulatory requirements of HIPPA and other appropriate compliance initiatives.

- Supervise and help direct the identification of security risks, handling of information security breaches and related incidents within RUHS and collaborate with the Riverside County Information Technology (RCIT) department in activating the County Network Security Emergency Response Team or department incident response teams; lead the development and promotion of organization-wide security and privacy awareness training and education on an ongoing basis.

- Develop, maintain, and assure information security and risk management program governance, and compliance with policies, standards, protocols, and best practices and create and facilitate cyber security risk assessment processes, including oversight and reporting on remediation efforts within RUHS.

- Assist with the preparation of budget based on review of the department's information technology and security needs; prepare a variety of written and oral reports; make presentations to the executive management team of RUHS.

- Establish and maintain effective working relationships with the RCIT department, RUHS divisions and departments, other County agencies, health plans, health information exchange, and other partners and vendors as needed.

Mentor and nurture all levels of RUHS IS staff and strategize, direct, and assist with RUHS IS staff recruitment and retention.

**RECRUITING GUIDELINES:**

Education: Graduation from an accredited college or university with a bachelor's degree, preferably with a major in computer science, information systems, public/business administration, or a closely related field to the assignment. A master's in one of the majors listed above is preferred. (Additional qualifying experience may be substituted for the required education based on one year of full-time experience equaling 30 semester or 45 quarter units of education.)

Experience: Five years of progressively responsible experience managing the design, development, implementation, operation, and maintenance of large complex information systems in a large, multi-service public- or private-sector organization, of which, three of the years must have included the management or supervision of professional staff in a healthcare Information Technology department or division. Experience working in a teaching hospital or academic medical center is preferred.

Knowledge of: Standard security practices, network architecture, routing, and TCP/IP protocols; information technology and system architectures; technology standards and their benefits; principles underlying, and methods of determining, total cost of ownership; current technology marketplace; Electronic health Records; Data Management, Governance and Security; Project management of IT projects; HIPAA Privacy regulations, federal and state regulatory standards related to health information technology; principles and practices of general, financial and personnel management; knowledge of emerging technologies, such as artificial intelligence/machine learning is a plus.

Ability to: Manage critical applications in a mission-critical environment including familiarity with the regulatory, security, privacy, and risk aspects of a healthcare institution; manage a large and complex technology business and enterprise system; manage and track a variety of concurrent complex technology projects to ensure timely and cost-effective completion; keep current with trends in the industry and be able to apply them at the County when practical; recognize problems, generate and evaluate alternative solutions, and devise effective courses of action; analyze and make improvements in department policies and practices; collaborate effectively with senior management to develop, deconflict, and align strategic goals and objectives across the organization and at the health system &

county-wide level.; effectively convey information and priorities clearly and concisely to all levels of staff, senior management, customers and business stakeholders.; approach change and challenges positively and constructively; prepare, monitor, and review division/department budgets.

**OTHER REQUIREMENTS:**

License: Possession of a valid California Driver's License may be required.

**PRE-EMPLOYMENT:**

All employment offers are contingent upon successful completion of both a pre-employment physical exam, including a drug/alcohol test, and a criminal background investigation, which involves fingerprinting. (A felony or misdemeanor conviction may disqualify the applicant from County employment.)

**PROBATIONARY PERIOD:**

As an Approved Local Merit System, all County of Riverside employees, except those serving "At Will," are subject to the probationary period provisions as specified in the applicable Memorandum of Understanding, County Resolution, or Salary Ordinance. Temporary and Per Diem employees serve at the pleasure of the agency/department head.