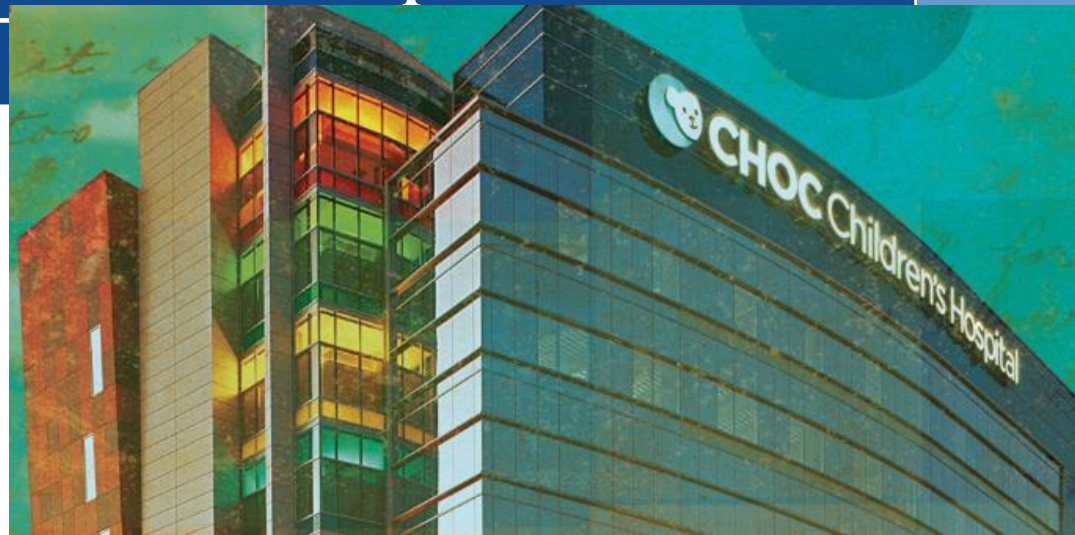




October 2019

Position Specification



Retained Search Services by:



www.summittalentgroup.com

This Position Specification is intended to provide additional information about Children's Hospital of Orange County (CHOC) and the position of **Director - Specialty Care Services**. It is designed to assist qualified individuals in assessing their interest in the position. CHOC has retained the Summit Talent Group to conduct this national search. CHOC is an Equal Opportunity Employer.

Position Summary

Southern California Living

Located in the heart of Orange County, CA, the city of Orange is south of Los Angeles and a short drive from both Los Angeles International Airport (LAX) and John Wayne Airport.

Southern California is famous for its warm climate, with average temperatures of 70 degrees and higher throughout most of the year. With just a handful of rainy days each year, it's not uncommon to enjoy the winter holidays in warm sunshine.

Orange County boasts unbeatable entertainment, shopping and attractions including the Disneyland® Resort, the Orange County Performing Arts Center, South Coast Plaza Shopping Center, the Irvine Spectrum, Fashion Island, Anaheim Stadium, the Honda Center and countless others. With the beach, mountains and desert all within a few minutes to a few hours' drive, there is something here for everyone.

About CHOC

CHOC is comprised of two facilities: CHOC Children's Hospital (Orange, CA) and CHOC Children's at Mission Hospital (Mission Viejo, CA) totaling 333 beds.

CHOC has four institutes: Heart, Neuroscience, Orthopaedic and the Hyundai Cancer Institute; over 30 specialty areas are treated, supported by more than 600 providers on the medical staff and greater than 500 residents, fellows and medical students who undergo pediatric training at CHOC every year.

Children's Hospital of Orange County (CHOC) has retained Summit Talent Group to conduct a national search for the position of Director - Specialty Care Services (DSCS), part of CHOC's Specialty Physician Services and its outpatient program. Listed among the nation's best children's hospitals by U.S. News & World Report, CHOC is a Magnet-designated hospital, recipient of the Beacon Award for Critical Care Excellence, and ranked in seven specialties.

CHOC is focused on becoming a "destination" healthcare provider, driven by the principles of family-centered care. With more than 250 employed physicians supporting 25+ specialties across five outpatient clinics, and 140,000 specialty outpatient visits a year, the organization continues to grow and attract talented care providers.

Reporting to the Vice President - Specialty Physician Services, the DSCS provides leadership and direction to over 300 associates through seven direct reports: Three Specialty Clinic Managers, a Manager of Patient Access and Scheduling Center, a Manager Clinical Operations, a Nurse Educator, and a Manager Telehealth.

At the core of this role, the DSCS will embrace physician relationships, build credibility with providers and staff, and promote a culture of engagement and collaboration by being visible and accessible.

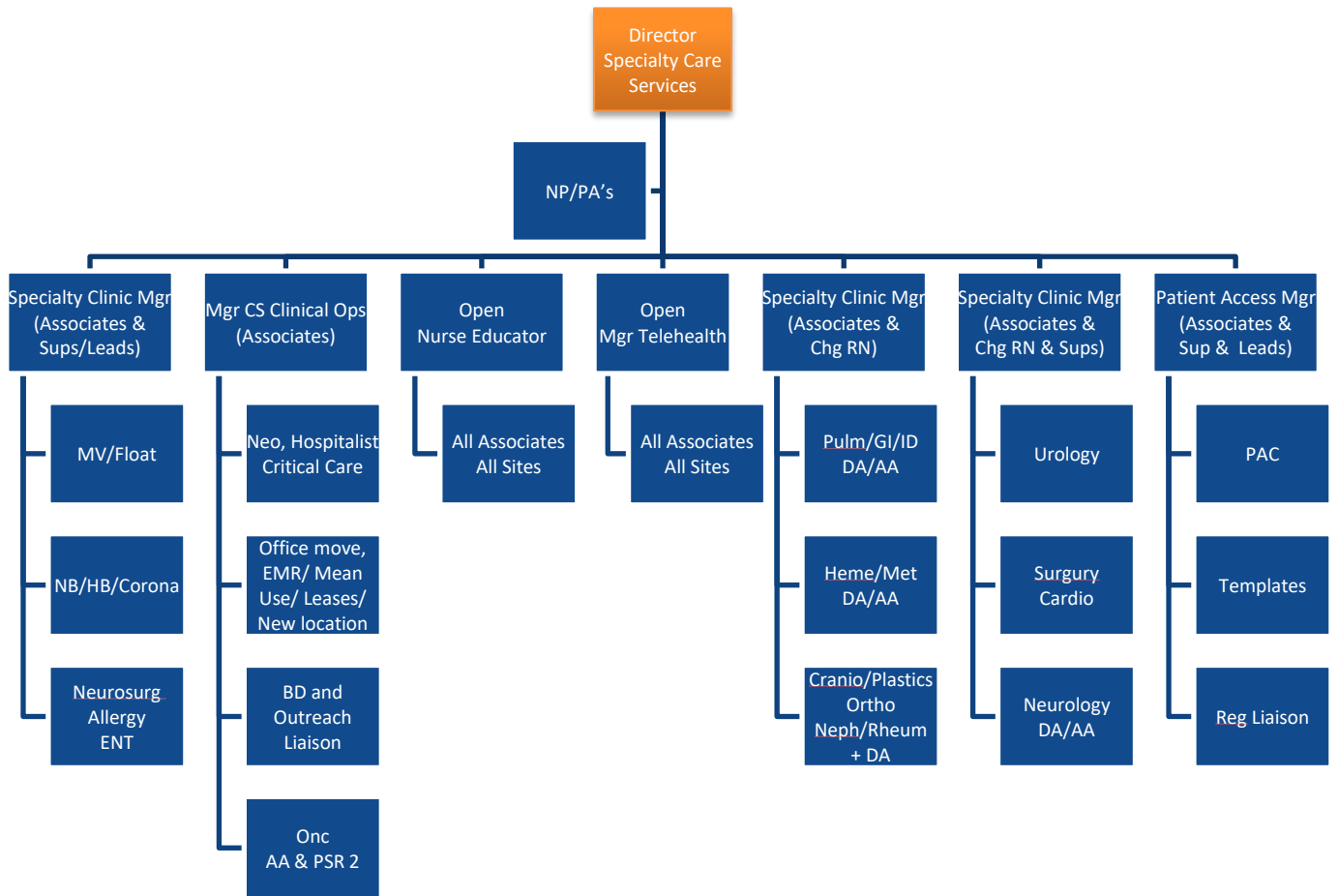
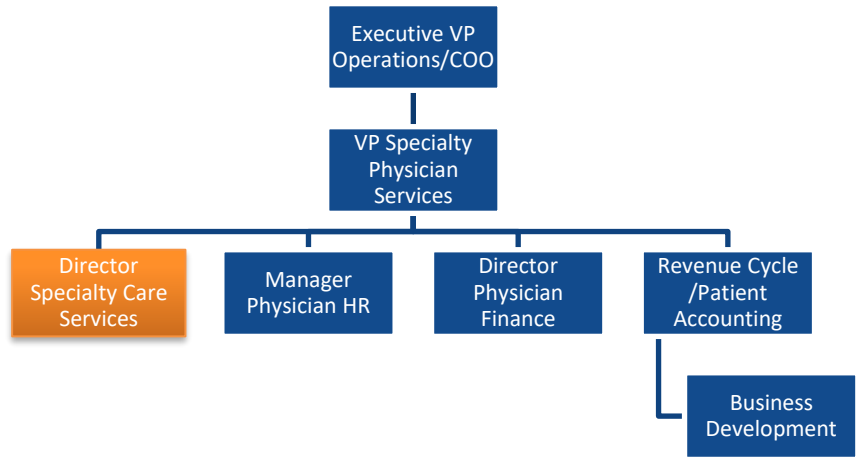
The incumbent manages complex outpatient ambulatory services, and is responsible for annual operating and capital budgets, process improvement, standardization, productivity, gap analysis, metrics, cost containment, patient access, and quality outcomes.

The DSCS works to align with the Hospital's strategic plan, by advancing the outpatient specialty clinics' growth mandate. The DSCS will be adept at developing the "business case" for the expansion of services, all the way through to operationalization: management of contracts, leases & space planning, regulatory affairs & compliance, capital equipment, and staffing & training.

The ideal candidate will have a master's degree in Nursing, Business Administration or a related field, undergraduate BSN/RN, and a minimum of three years demonstrated leadership in an ambulatory care/outpatient setting, preferably in a children's care environment. Highly valued are candidates with experience in organizations that embrace continuing education, research, community outreach, and compassionate care.

Reporting Relationships

This position reports to the Vice President, Specialty Physician Services



Major Duties & Responsibilities

Essential Functions

Strategic

- Actively participates in the design, implementation, and monitoring of achievement of the CHOC and Ambulatory strategic plans.
- Leads the process of developing a challenging and realistic divisional vision and goals that reflect CHOC's mission, vision, values, and strategic objectives.
- Provides leadership to all areas of responsibility to implement and achieve goals, effective systems, and programs.
- Provides leadership and clinical expertise in planning, decision making, and organizational change initiatives.
- Provides leadership in the development and enculturation of the principles of family-centered care, including setting relevant organizational strategic objectives and metrics.
- Designs and supports effective systems and develops complete, current and relevant policies and procedures in accordance with organization's objectives, department's scope of service and regulatory agencies' requirements.
- Develops and implements new programs, services, and business plans, which enhance revenue, decrease cost, and promote operational efficiencies and Associate performance.

Fiscal Management & Stewardship

- Provides support and prepares the annual budgets for consideration which support core operations and advance services and growth within established business parameters.
- Evaluates productivity and operational costs per accounting unit for variances and guides effective resource utilization.
- Applies knowledge of principle drivers of hospital and unit revenue and reimbursement, expenses, and profits when making business decisions affecting the unit or project, including productivity data, industry standards and changes, and regulatory mandates.
- Achieves productivity targets on a year-to-year basis.

Workforce

- Maintains current knowledge/expertise of trends in recruitment and retention. Participates in efforts to attract and retain top talent and provides leadership within specialty area to assure effective practices and processes.
- Ensures that effective hiring, orientation and continual evaluation of performance is conducted to maintain competent staff. Demonstrates consistent implementation of Human Resources practices including appraisal and management of performance.
- Assures competency of Associates through individual and team skills assessment and provision of training and education. Provides timely and effective performance appraisal and feedback to Associates including recognition of accomplishments and constructive counseling and discipline as needed.
- Communicates effectively to both inform and obtain input on departmental and organizational goals. Advocates for staff, remains accessible and visible, and facilitates an open work environment.
- Ensures Associates have the information and resources needed to do their jobs. Demonstrates follow through and effective problem solving to improve systems and services.
- Plans and implements performance

Quality & Regulatory Compliance

- Communicates and collaborates in a proactive, professional and courteous manner with all internal and external customers. Contributes to the on-going improvement in parent/patient satisfaction by providing support in developing and implementing program to support family-centered care in all areas of CHOC.
- Develops and maintains medical staff relationships which foster open communication, active problem solving, and collaborative service partnerships. Incorporates patient/family, physician and interdisciplinary department needs and concerns into planning and decision making.
- Evaluates patient satisfaction data and implements changes in practice and service delivery to attain and maintain top quartile patient satisfaction scores. Ensures customer complaints are handled in a timely manner. Models customer service behaviors and holds others accountable for service / satisfaction behaviors.
- Collaborates with Directors/Managers in implementing and revising patient care/service delivery systems to continually improve the quality of care and patient safety.
- Collaborates with other leaders/services in implementing and revising organizational performance improvement programs. Monitors, analyzes/evaluates performance improvement initiatives and improves performance. Identifies as well as shares areas of best practice.
- Works to ensure organizational adaptation and integration of family-centered care philosophy.
- Demonstrates active participation in processes that support regulatory compliance including, but not limited to, Joint Commission, Title 22, CCS and the Commission on Children and Families.
- Demonstrates leadership which encourages and promotes a culture of patient safety. Continually implements and demonstrates patient safety in all assigned duties. Demonstrates active participation in processes that support the JCAHO National Patient Safety Goals. Accountable within appropriate scope of practice to ensure that the safe delivery of healthcare services is maintained on an ongoing basis.

Safety & Compliance

- Completes Annual Compliance Education (ACE) on time.
- Material Safety Data Sheets (MSDS) reviewed annually and demonstrates proficiency for assigned area(s).
- Annual TB screening completed before due date.
- Annual flu participation completed - Associate submitted either a consent or declination for the flu vaccine prior to the end of the designated flu season.
- Required license and/or certifications renewed and documented prior to expiration date. License - must be able to primary source verify prior to expiration date; Certifications - copies of renewed certifications provided to supervisor prior to expiration date.
- All Positions - Accountable for continually implementing and demonstrating patient safety in all assigned duties. Demonstrates active participation in processes that support the National Patient Safety Goals. Accountable within scope of practice to assure that the safe delivery of healthcare services is maintained on an ongoing basis.
- Clinical Positions Only (all others "N/A")- Provides care to patients in a manner that promotes patient safety and compliance to all safety related policies/procedures. Continually strives to demonstrate the safe delivery of healthcare services.

Core Values

CHOC Values - What We Value and Reward

- Excellence - Sets and achieves the highest standards
- Innovation - Advances care through new ideas and technology
- Service - Understands and exceeds customer expectations
- Collaboration - Works together to achieve our Mission
- Compassion - Cares with sensitivity and respect

iCare Principles

- Communication and Information Sharing
 - Smile, make eye contact, greet others, provide my name and role when interacting with others
 - Communicate with sincerity, honesty and respect for culture diversity
 - Actively listen with respect and compassion, without interrupting
 - Encourage feedback and questions
 - Partner with families in order to understand and meet their unique needs
 - Collaborate to achieve optimal outcomes
- Accountability
 - Commit to delivering excellent service every day
 - Remember the importance of the "first impression"
 - Adhere to departmental and CHOC policies
 - Conserve CHOC resources and supplies by using them wisely and in the best interest of CHOC
 - Take responsibility for my actions, welcome views of others, and maintain objectivity
 - Take pride in my environment by maintaining safe and clean surroundings
 - Maintain professional boundaries with patients, families, colleagues and vendors
- Respect
 - Speak to patients and others in ways that are clear and non-judgmental
 - Show concern, interest and follow-through with commitments
 - Do not engage in negative behaviors such as second-guessing, undermining, infighting, arrogance, gossiping and back-stabbing
 - Ask patients and those I serve how I can best support them and never assume I know what is best
 - Speak in a positive manner about our Associates, medical staff and organization
 - Respect privacy and confidentiality at all times
- Excellence
 - Take ownership to continuously improve processes within my role, department and throughout CHOC
 - Strive to improve myself and the outcome of my work
 - Seek opportunities for improvement, understand what's expected of me, and apply best practices
 - Embrace change and offer suggestions for resolutions to challenges
 - Take action if I see an unsafe act or condition that impacts quality of care or the safety of others
 - Recognize others for outstanding performance

Management Duties

Achieves Results

- Sets Direction - inspires others to contribute to the Mission and Vision by communicating clear and meaningful goals; creates a climate of continuous improvement and innovation.
- Accountable for Results - holds self and others accountable for results achieved in alignment with our Mission and Vision; manages the resources and finances of the hospital responsibly in achieving results.
- Demonstrate leadership which encourages and promotes a culture of patient safety.

Builds Our Future

- Demonstrates Critical Thinking - questions and challenges the status quo; encourages open exchange of information to gather intelligence; identifies issues and opportunities for system-wide improvements.
- Champions Change - champions strategic change projects that improve the health of the organization; plans diligently and orchestrates resources effectively to maximize cost effectiveness of all change projects.

Engages Others

- Creates Healthy Organizations - creates engaging environments where Associates have meaningful work opportunities & the necessary resources.
- Fosters Development of Others - supports and challenges others to achieve their own professional development goals.
- All performance evaluations for direct reports are written and communicated to Staff prior to the end of the performance evaluation period.

Develops Coalitions

- Purposefully Builds Partnerships & Networks - purposefully creates connections and trust with individuals and groups; builds support among stakeholders and actively negotiates conflicts.
- Demonstrates Commitment to Customer Service - "goes the extra mile" to facilitate collaboration and cooperation among diverse groups aimed at improving service and/or family centered care.

Self-Aware

- Manages Self - manages and takes responsibility for own behavior, performance and self-care.
- Develops Self - actively seeks opportunities and challenges for own personal/professional learning and development.

(The above statements are intended to describe the general nature and level of work being performed by people assigned this classification. They are not to be construed as an exhaustive list of all duties and responsibilities of personnel so assigned.)

Position Qualifications

Skills, Abilities & Knowledge

- Experience in organizations that embrace continuing education, research, community outreach, and compassionate care.
- Ability to set goals and judge results in accordance with the highest standards
- Care with sensitivity and respect
- Advance care through development of new ideas and
- Technology
- Promote teamwork
- Understands and exceeds customer expectations.
- Knowledge of Family-Centered Care
- Concepts and Quality Improvement methodologies.
- Demonstrated skill in collaborating with medical staff, allied health professionals, peers and staff.
- Ability to manage multiple competing priorities concurrently.
- Excellent written and verbal communication skills.
- Demonstrated ability to successfully provide/promote safe care within the parameters of licensure and regulatory requirements & practice.
- Working knowledge of managed care and capitation principles.
- Experience with budget and productivity systems.
- Working knowledge of Microsoft Office Suite (Word and Excel).

Children's Hospital of Orange County (CHOC)

CHOC **At A Glance**

- Over 100,000 children cared for every year
- 2 Hospitals
 - 279 beds CHOC Children's Hospital
 - 54 beds CHOC Children's at Mission Hospital
- 4 Institutes
 - Heart Institute
 - Neuroscience Institute
 - Orthopaedic Institute
 - Hyundai Cancer Institute
- Emergency: Orange County's only emergency department and trauma center just for kids
- Health Centers: Primary and specialty care health centers spanning 7 cities
- Research: More than 375 active research studies to further advancements in pediatric care

Since 1964, CHOC Children's has been steadfastly committed to providing the highest quality medical care to children. Affiliated with the University of California, Irvine, our regional pediatric healthcare network includes a state-of-the-art 279-bed main hospital facility in the City of Orange, and a hospital-within-a-hospital in Mission Viejo. CHOC also offers many primary and specialty care clinics, more than 100 additional programs and services, a pediatric residency program, and four centers of excellence – The CHOC Children's Heart, Neuroscience, Orthopaedic and Hyundai Cancer Institutes.

CHOC is the first hospital devoted exclusively to caring for children in Orange County. Since opening its doors, CHOC has led the way in many areas of pediatric health care.

Pediatric Intensive Care Unit (PICU)

Our 30-bed PICU offers the highest levels of care to critically ill or injured children. Our pediatric intensive care specialists are available in the hospital 24-hours-a-day, seven-days-a-week, along with highly skilled nursing and support staff.

Neonatal Intensive Care Unit (NICU)

The NICU at CHOC Children's Hospital in Orange has a total of 72 beds. This includes our 37-bed, Level 4 NICU, offering critical tertiary and quaternary care for newborn babies suffering from respiratory, circulatory, neurological, surgical and cardiac problems. This unit provides all private rooms. Two floors down, CHOC also offers a 22-bed Small Baby Unit, a special unit designed for babies born at less than 28 weeks gestation or who weigh less than 1,000 grams. Also considered part of our Orange campus, CHOC operates a 13-bed, Level 2 NICU next door at St. Joseph Hospital, with all private rooms.

Cardiovascular Intensive Care Unit (CVICU)

The 12-bed state-of-the-art CVICU includes two fully-equipped procedure rooms that enable physicians to perform lifesaving surgery on children who are too unstable to be transported out of the unit. All of the CVICU rooms are outfitted with leading-edge technology equal to the demands of monitoring children after complex operations and surgical procedures.

Neuroscience Unit

The only one of its kind in California, our dedicated neuroscience unit meets the special needs of patients with neurological disorders. On the unit, our team offers highly specialized nursing, electrodiagnostics, occupational and physical therapy, case management and dietary services.

Oncology Unit

With disease-specific treatment teams, our Cancer Institute team can diagnose and treat virtually all cancers—from newborns to teens. Our oncology unit is staffed with is specially trained clinical staff that are able to treat the complex conditions that accompany pediatric cancers. Additionally, the CHOC Outpatient Procedure and Infusion Unit (OPI) houses 20 outpatient infusion stations, which include two isolation rooms.

Tidwell Procedure Center

Our seven identical operating rooms are fully integrated to maximize control, efficiency and safety. Images and video of surgery can be captured and shared with key members of the care team, and a “wall of knowledge” gives surgeons access to all patient records in real time. The center offers the very latest in surgical equipment including the daVinci Si Firefly System and the O-arm Intraoperative Imaging System.

Pediatric Medical/Surgical Units

These units occupy two entire patient care floors, and are designed for children who need to be hospitalized while receiving care for an illness, injury, day visit procedure, or recovering from surgery.

Julia and George Argyros Emergency Department

CHOC is the first in Orange County to provide a fully pediatric-dedicated emergency department, specifically designed to meet the unique needs of the region’s youngest patients. It is staffed 24 hours a day, 7 days a week, by physicians who are board-certified in pediatric emergency medicine, as well as specially trained nurses. The ED also offers a Level 2 Trauma Center for pediatric patients.

Transport Services

CHOC provides advanced life support critical care transport services 24 hours a day, 365 days a year. Premature infants, as well as babies and children facing serious illness or injury can rely on CHOC Transport services for immediate and safe transport to CHOC. The physicians, nurses and respiratory therapists who staff these “mobile intensive care units” offer the highest levels of medical care, performing 4,300 transports annually.

CHOC Children's at Mission Hospital

CHOC Children’s at Mission Hospital (CHOC Mission) is the only dedicated pediatric health care facility for families in south Orange County. With 54 beds, this modern facility is located on the fifth floor of Mission Hospital’s patient care tower and operates as a separately licensed “hospital within a hospital.” It offers a pediatric intensive care unit, a Level 3 neonatal intensive care unit, a medical/surgical unit, an epilepsy and sleep unit, and emergency services.

Centers of Excellence

Our Institutes: Providing Comprehensive, Multidisciplinary Care

The CHOC Heart, Neuroscience, Orthopaedic and Hyundai Cancer Institutes are regionally recognized centers of excellence. Our Research Institute enables our patients and their families to have access to the latest pediatric clinical trials and comprehensive treatment options available, including some of the newest medical technology. Together, CHOC researchers, nurses and clinicians are continually developing new insights into, and better treatments for, the most difficult childhood diseases.

Hyundai Cancer Institute at CHOC Children's

Selecting where a child will receive cancer treatment is one of the biggest decisions a caregiver can make. The Hyundai Cancer Institute at CHOC Children's specializes in providing patients—from infants through young adults—with the latest pediatric cancer treatments by nationally recognized medical specialists. We are dedicated to not only treating cancer, but also the needs of the whole child—emotional, spiritual, and physical. Children simply shouldn't have to give up being kids while dealing with the grown-up issue of cancer.

CHOC Children's Heart Institute

The CHOC Children's Heart Institute offers state-of-the-art diagnosis and treatment for an entire spectrum of cardiac conditions all in one convenient, family-friendly location. Our services include revolutionary radiation-free electrophysiology, as well as neonatal and pediatric open heart surgery, a specialized intensive care unit for our heart patients and much more.

CHOC Children's Neuroscience Institute

At the CHOC Neuroscience Institute, we specialize in bringing hope to patients and their families living with neurological conditions. We know families may be searching for answers about a child's condition or seeking the very best in treating a complex disorder. We are one of the leading pediatric programs in the nation, providing comprehensive evaluation, treatment and surgical care for children and adolescents with disorders of the brain, spine, muscles and central and peripheral nervous systems. U.S. News & World Report has consistently ranked us among the nation's top children's hospitals for neurology and neurosurgery.

CHOC Children's Orthopaedic Institute

Bones, joints, ligaments, tendons, muscles – they all are responsible for keeping the body in motion. Children especially are prone to orthopaedic conditions and injuries because their bodies are in a constant state of growth. No one in the region offers more expertise in pediatric orthopaedics than CHOC Children's Orthopaedic Institute. We understand that children are still growing and require specially trained experts with experience treating their unique needs. Whether it's a broken bone, scoliosis, a sports injury or a developmental disorder, we're here to help kids grow into healthy adults.

CHOC Children's Research Institute

Children's Hospital of Orange County (CHOC) has made a commitment to both basic science and clinical research in an ongoing effort to unravel the complex underpinnings of diseases that affect children. This commitment keeps CHOC at the leading edge of technology, meaning children seen at CHOC benefit from the latest in scientific thinking with access to the most up-to-date treatment options. Research laboratories at CHOC support a variety of basic science, translational, and clinical research studies.

Mission

Our mission is straightforward: To nurture, advance and protect the health and well-being of children. That's why at CHOC Children's Hospital in Orange and CHOC Children's at Mission Hospital, we are dedicated to working cooperatively -- assisting and enriching existing services as well as developing programs to benefit the families of Orange County. Over two million children across four counties count on CHOC to be here when they need us most—regardless of their family's ability to pay.

History

Since 1964, CHOC Children's has nurtured, advanced and protected the health and well-being of children through innovative care and state-of-the-art facilities. What started as a 62-bed children's hospital – the first in Orange County – has grown into a pediatric health care system serving multiple counties. CHOC's rapid growth in size and community impact should be of no surprise, given its leadership and steadfast commitment to defining the future of pediatric medicine.

Visionaries

CHOC's history began with visionaries Walt Disney and Walter Knott joining a small group of Orange County pediatricians and leaders – all determined to bring a children's hospital to their growing community. Their foresight prompted a connection with a larger hospital complex for the purpose of receiving government funding.

Key Partnerships

The Sisters of St. Joseph of Orange agreed to include CHOC in its major hospital expansion in Orange, Calif., and offered the land on which the pediatric hospital could be built. This marked the beginning of a long-standing relationship between CHOC, the Sisters of St. Joseph and St. Joseph Hospital, as well as shared medical services between the two health care facilities. And though CHOC today provides patient departments and ancillary services in a single location, CHOC's relationship with St. Joseph Hospital remains strong. The hospital is among CHOC's many partnerships with organizations throughout the county and beyond, including more than 100 hospitals who refer to CHOC young patients in need of high-quality pediatric care.

Our First Patient

CHOC opened its doors Oct. 5, 1964, with 12-year-old Kendall “Ken” Spicer serving as its first official patient. Ken was one of only four patients admitted that day, but word of CHOC quickly spread. Within two months, approximately 300 children received treatment. In addition to opening specialty clinics, the hospital increased its total bed count to 104 in 1968.

A Time of Growth

CHOC’s clinical excellence and commitment to compassionate care spurred tremendous growth in the following years. Just one decade after opening, CHOC purchased an adjacent five-story building. The building was renovated and equipped with leading technology to support the addition of beds and services, including pediatric and neonatal intensive care units. Patients received cared in this facility until 1991, when CHOC opened a six-story, 192-bed hospital today known as the CHOC North Tower. Patients, families and visitors marveled at the impressive, modern facility with vibrant colors and a playful atmosphere designed to meet the unique needs of children.

CHOC Children’s at Mission Hospital

Following the opening of the CHOC North Tower, as well as an expanded outpatient clinic and new research facility in Orange, CHOC leaders began to explore opportunities to meet the health care needs of children and families in south Orange County. This led to the 1993 opening of CHOC Children’s at Mission Hospital, which then included 48 beds on the fifth floor of Mission Hospital. Today, while linked to Mission Hospital’s trauma center and high-level obstetric and perinatal programs, CHOC Mission operates as a separately licensed, 54-bed pediatric facility with its own medical staff and advanced pediatric services.

A New Era

Under the direction of President and CEO Kim Cripe, CHOC launched an aggressive plan to expand volume and market share, poising CHOC to become a truly great children’s hospital. A key factor to the organization’s growth strategy was the launch of centers of excellence. These CHOC Institutes helped solidify the hospital’s role as a health care leader in the region, and attracted the best and brightest pediatric experts worldwide. The medical community responded by referring patients in record numbers, making CHOC one of the fastest-growing children’s hospitals in the state. CHOC quickly focused its energy and attention on a multiyear expansion plan and new strategic plan with a vision for CHOC to become a nationally recognized premier children’s hospital.

Inspired by its new vision and its commitment to sustain long-term growth, CHOC evolved from a community children’s hospital to a regional pediatric tertiary/quaternary referral center. An affiliation established in 2009 with the University of California, Irvine enhanced CHOC’s ability to provide world-class care. Through a combined residency program, the two leading institutions train high-quality pediatricians. The affiliation also ensures more children have access to leading-edge research.

The Bill Holmes Tower

While the CHOC and UC Irvine affiliation helped usher in a new era of pediatric care for the region, CHOC's greatest transformation is linked to its newest facility: the Bill Holmes Tower. Opened in spring 2013, the seven-story facility was designed to make CHOC one of the safest, most advanced children's hospitals in the world. It features the region's only pediatric-dedicated emergency department, operating rooms, imaging services and clinical laboratory.

For the first time in CHOC's history, all patient departments and ancillary services, previously shared with St. Joseph Hospital, are provided in a single location with a serene, healing and completely pediatric environment. In this unparalleled space, CHOC is blending cutting-edge technology, safety and science to improve the care and outcomes of children. Proud of its rich past, CHOC's focus is on the future, and because of this, children's futures are brighter than ever.

Awards

U.S. News & World Report Best Children's Hospital



U.S. News & World Report has named CHOC Children's one of the nation's best children's hospitals in the 2017-18 Best Children's Hospitals rankings. CHOC ranked in seven specialties: cancer, diabetes/endocrinology, neonatology, neurology/neurosurgery, orthopedics, pulmonology and urology, which earned a top 20 spot on the coveted list. According to U.S. News, the Best Children's Hospitals rankings are intended to help parents determine where to get the best medical care for their children. The rankings highlight the top 50 U.S. pediatric facilities in 10 specialties, from cancer to urology. Of the 183

pediatric medical centers participating in the survey, only 78 hospitals ranked in at least one specialty. For its annual list, U.S. News relies on extensive clinical and operational data, and on an annual survey of pediatric specialists. Survival rates, adequacy of nurse staffing, procedure volume and much more can be viewed on <http://health.usnews.com/best-hospitals/pediatric-rankings>.

Press Ganey Award Winner

CHOC Children's has been recognized by Press Ganey, a pioneer in patient experience measurement and performance improvement solutions, for excellence in physician engagement. CHOC Children's Hospital in Orange received the Pinnacle of Excellence Award and CHOC Children's at Mission Hospital in Mission Viejo was honored with the Guardian of Excellence Award.

The Leapfrog Group "Top Hospital"

The Leapfrog Group has named CHOC Children's Hospital to its annual list of Top Hospitals. An elite distinction awarded to hospitals nationwide for demonstrating excellence in hospital safety and quality through the Leapfrog Hospital Survey, the Leapfrog Top Hospital award is given to less than seven percent of all eligible hospitals.

Leapfrog's Top Hospital award is widely acknowledged as one of the most prestigious distinctions any hospital can achieve in the United States. It recognizes institutions for their excellence in quality of care and patient safety, as well as their commitment to transparency.

Gold Level CAPE (California Awards for Performance Excellence) Award

CHOC Children's has been recognized with the Gold Level CAPE (California Awards for Performance Excellence) Award from the California Council for Excellence (CCE). CHOC is the only children's hospital in California to ever earn this distinction.

The CAPE Program, administered by the CCE, emulates the Malcolm Baldrige National Quality Award and is the highest recognition in the state for performance excellence. The CAPE Program, employing the same rigorous criteria used on the national level, recognizes organizations that demonstrate continuous improvement and superior performance in the areas of leadership, strategic planning, customer and market focus, measurement/knowledge management, human resources, process management and business results.

Magnet Recognized

CHOC was awarded "Magnet designation" from the American Nurses Credentialing Center (ANCC). With this award - the highest honor bestowed to a hospital - CHOC has joined an elite group of hospitals nationwide. Magnet recognition honors healthcare organizations that demonstrate excellence in nursing practice and adherence to national standards. It officially recognizes our tireless commitment to the highest standards of nursing practice, quality of care, and patient safety.

Pediatric Beacon Award for Critical Care Excellence

CHOC Children's Pediatric Intensive Care Unit (PICU) is the first in the nation to earn the Pediatric Beacon Award for Critical Care Excellence, an award presented by the American Association of Critical-Care Nurses (AACN). This recognition represents CHOC's extraordinary commitment to high quality critical care standards, and dedication to the exceptional care of patients and their families.

As a Beacon Award recipient, CHOC's PICU succeeded in the following areas, as measured against evidence-based criteria:

- Recruitment and retention
- Education, training and mentoring
- Research and evidence-based practice
- Patient outcomes
- Leadership and organization ethics
- Healing environment

The Region

Orange County, CA

Known around the world as "The OC," Orange County, California envelops you in the ultimate Southern California lifestyle: casual sophistication, pristine beaches, legendary theme parks and endless options for fun in the sun or cultural exploration. With sun-soaked days and star-filled nights, here you'll be immersed in the real California dream.

Just minutes from The OC's 42 miles of beaches, Orange County area tourism offers an innumerable amount of fun destinations, events, sights, and so much more. Discover magical adventures and adrenaline-pumping rides at the original Disneyland Resort and the always-thrilling Knott's Berry Farm. Or let your own imagination go at renowned art festivals and celebrated performing arts centers. OC Parks offers sprawling wilderness and nature parks, perfect for recreation of the sun-soaked variety, with miles of trails and coastal preserves to explore.

For romance, rejuvenation or a taste of "the good life," pamper yourself at The OC's luxurious "OCeanfront" beach resorts and spas. Indulge in imaginative cuisine that's as tasteful as it is artistic---The OC has produced a new generation of award-winning chefs taking full advantage of California's bountiful produce and local seafood. Browse the extensive collection of designer stores that make shopping in The OC an attraction in itself. Keep one eye on the ball and one on the waves at The OC's many coastal golf courses. Want to get a better overview of the cities and counties in the OC, or maybe you're just wondering "where is Orange County"? Discover for yourself that the sun just seems to shine longer here. In The OC, it's forever summer!

Locations

Anaheim

Anaheim, The OC's second largest city, is a vibrant metropolis attracting approximately 20 million visitors each year. You'll find plenty of things to see and do: inviting OC beaches, unparalleled shopping and entertainment, trendy restaurants, sexy nightlife, championship golf, lively art districts, and ultimate family attractions and theme parks. Warm sunshine, swaying palm trees and breathtaking ocean views create a relaxed lifestyle where shorts, sandals and sunglasses are always in season.

Major Anaheim attractions include Disneyland Park, Disney California Adventure, Downtown Disney District, Anaheim Convention Center, Angel Stadium of Anaheim, Honda Center, home of the NHL Anaheim Ducks, The Grove, and a large number of hotels and family-friendly restaurants.

Anaheim of today is very different from years past. The center of Anaheim's visitor industry has undergone a 5-billion-dollar transformation and reinvented itself as the Anaheim Resort™ district. Today, the Anaheim Resort district welcomes visitors year-round to experience theme

park thrills, professional sports and recreation and innovative meetings, trade show and special events in a world-class resort destination.

With a wealth of fun things to do, great places to stay and delicious food to eat, Orange County is the ideal destination to vacation in, no matter what your age. Whatever the nature of your trip, there are plenty of options here in Anaheim/OC.

Huntington Beach

Huntington Beach boasts some of the widest beaches in California. The City Beach is 3.5 miles long, sandwiched between Bolsa Chica State Beach and Huntington State Beach. You can enjoy an endless array of beach activities including boogie boarding, surfing and beachside bicycling. The local waves make Surf City USA the hub of surf activity in Orange County. In fact, the biggest surf contest in the world, the U.S. Open of Surfing, is held here in early August. Or you can pull up a patch of sand and watch beach volleyball or enjoy a warm beach bonfire and casual walks on the historic Huntington Beach Pier. If you can tear yourself away from the sand, you'll find swimwear and surf shops, restaurants and bars on Main Street, the Surfing Walk of Fame, Hall of Fame, and the International Surf Museum. The north end of the city beach (2 miles no. of the pier, between Seapoint Ave. and Goldenwest St.) is a designated Dog Beach, where your canine friends can run along the sand and splash in the surf as well

Newport Beach - Orange County

Named one of the cleanest beaches in the United States, Newport Beach is a paradise for beach-going visitors. With over 10 miles of beaches ideal for families, surfing, body boarding or just sunbathing, Newport is the ideal OC beach destination. Within our coastline find stellar views, waves and soft sands at Corona del Mar State Beach or in Newport Beach itself, along Balboa Peninsula or further north along Pacific Coast Highway. And if hiking trails and bird watching are part of your vacation plans, look no further than Newport's Upper Newport Bay ecological preserve and reserve and Crystal Cove State Park, with its picturesque Los Trancos and El Moro Canyons are coastal hiking trails that will not disappoint.

Laguna Beach

Laguna Beach offers seven miles of soft sand and the sound of the surf from oceanfront hotels. The coves in north Laguna are favored for scuba diving and tide pool exploration. Lively Main Beach is Laguna's 'window to the sea,' located in the center of downtown and within steps of many restaurants and shops in this historic and art-infused downtown. Laguna offers 20 distinctive beaches and coves along the most dramatically beautiful stretch of the Orange County coast.

Famous for its annual events, art galleries and art festivals, Laguna Beach also offers luxury shopping and an exciting nightlife.

Costa Mesa

Costa Mesa, centrally located between Los Angeles and San Diego and minutes away from the beach, is a perfect getaway in sun-drenched palm-fringed Orange County to live the Southern California dream. Experience world-class shopping, indulge in sumptuous dining,

enjoy award-winning Broadway productions and relax at some of the top hotels, all in Costa Mesa, known as the the City of the Arts™

Costa Mesa is the home of South Coast Plaza, one of the world's crown jewels for shopping with scores of luxury brands — everything from Prada and Gucci to Hermes and Chanel — all under one roof with easy access and convenient parking. With more than 250 retailers, this luxury shopping destination represents one of the highest concentration of high-end designer boutiques in the world, rivaling Fifth Avenue in New York and Bond Street in London, as well as Avenue Montaigne in Paris and Ginza in Tokyo.

Art, music, and theater are some of the signature activities in Costa Mesa, underscoring the city's reputation as the City of the Arts™. The result is Costa Mesa is arguably the cultural epicenter of Orange County, pulling in visitors from around the Southern California region and the world to experience the Art of the Fashion, the Art of Dining and the Art of the Stage. For example, find a Broadway-caliber show at Segerstrom Center for the Arts, one of the largest art complexes in the United States, located directly across from South Coast Plaza. The art complex, graced with acclaimed artwork and sculptures from such luminaries like Henry Moore and Richard Serra, showcases significant national and international productions of music, dance and theater year-round, many of which have won Tony Awards. There you'll find the glass-encased Portuguese limestone-clad Renée and Henry Segerstrom Concert Hall, designed by world-renowned architect Cesar Pelli, whose resident companies are the acclaimed Pacific Symphony, the Philharmonic Society of Orange County and Pacific Chorale. South Coast Repertory Theater, which is widely regarded as one of foremost producers of new plays in the United States, offers a performing arts development program consisting of commissions, residencies, readings and workshops, from which up to five world premieres are produced each season. And the 500-seat Samueli Theater is designed to accommodate traditional theater-style seating, theater-in-the-round, cabaret-style, indie concerts, meeting banquets and much more.

Irvine

Irvine, CA is a city like no other: a master-planned balance of urban living and preserved natural space at the center of Orange County in coastal Southern California. Reflecting the visionary spirit of its University of California, Irvine campus, this sophisticated OC city is not only a great place to vacation, it's an exceptional destination for meetings and events, a multicultural home to some 100 company HQs.

At the same time, Irvine is one of the most family-friendly destinations in the country, ranked "America's Safest Big City" by the FBI since 2005 and less than half an hour from some of California's best-loved attractions, including Laguna Beach, Newport Beach, Disneyland Park® and Knott's Berry Farm.

If you love sunny days and mild nights, world-class shopping, hiking and biking, performing arts and farm-to-table cuisine blending flavors from around the world, find it all at the center of Orange County: Irvine, California. When you visit Irvine, you notice something special right from the start: no-stress convenience.

Even the weather is convenient in Irvine, with average daytime temperatures in the 70s, mild winters and more than 280 sunny days a year. It's weather that makes you want to get out and enjoy the nightlife, go dancing, catch a show at the theater or just see a movie with the kids - and weather that's perfect for nearby organic farming and ranching, helps to create a lively dining scene in Irvine and some of the best farm-to-table restaurants in Orange County.

Buena Park - Orange County

A finalist in USA Today's "Most Fun Small Town In America" contest, Buena Park is not only known for its premier location in Orange County but for its world famous entertainment - including the nation's first theme park, Knott's Berry Farm®. With over 165 rides, shows and attractions, Knott's Berry farm is the place to go for family fun! "Halloween Haunt" in the fall is the world's most attended Halloween attraction. And be sure to visit "Knott's Merry Farm" for the holidays.

A separately gated water adventure park immediately adjacent to Knott's Berry Farm, Knott's Soak City Water Park offers 13 California beach-themed acres designed for thrill seekers of all ages. Pirate's Dinner Adventure is acclaimed as "the world's most interactive dinner show." Guests are entertained with an astonishing display of special effects, aerial artistry, swashbuckling swordplay and dynamic duels.

Opened in June 1986, Medieval Times Dinner & Tournament brings history to life with a two-hour medieval tournament and four-course feast. The 70,000 square foot European-style castle is located on seven acres in the heart of Buena Park's Entertainment Zone. Offering shows 365 days a year.

In addition to the world-class attractions that Buena Park, California has to offer, there's plenty of SoCal shopping to indulge in. Get lost in Buena Park's arts & culture activities, schedule a round of golf, or visit one of the local parks.

Garden Grove - Orange County

The City of Garden Grove is a friendly, spirited and balanced community rich in diversity -- a city with a view to the future. Conveniently located less than one mile from Disneyland, seven miles from Knott's Berry Farm, nine miles from local beaches, and 10 miles from John Wayne Airport. Garden Grove is a vibrantly progressive and culturally diverse city, home to four annual cultural festivals that celebrate the Vietnamese, Korean, Arabic, and American heritage. Many of the cultural arts events and festivals take place at the Village Green, located at Stanford Avenue and Main Street. Garden Grove is host to many special celebrations at the Village Green which reflect the diversity, vitality and richness of the community. Garden Grove's Strawberry Festival, celebrating 50 years, is the largest community-based Memorial Day event in the western United States.

Dana Point

The unique seaside city of Dana Point is in Orange County, Southern California, halfway between Los Angeles and San Diego. Dana Point is a favorite central point, bordered by the cities of Laguna Niguel, Laguna Beach, San Juan Capistrano and San Clemente.

Dana Point offers plenty of pristine oceanscapes, romantic overlooks and beach strolls – it's a comfortable, surfer town that invites one and all. One of the most famous surf breaks in the world, Killer Dana, attracted thousands of ocean-loving fans in the 1950s and 1960s. It proved so inspiring, in fact, that Hobie Alter created the world's first retail surf shop. It stands today, still abuzz with a relaxed and friendly surfer vibe.

Today's Dana Point Harbor is a welcoming community, serving as hub to more than 2,500 boats and yachts. Three yacht clubs, stand-up paddle (SUP) and kayaking companies, as well as "pirate ship" adventures, whale watching, deep sea fishing and sunset wine cruises offer endless options.

Known for its four breathtaking coastal resorts, Dana Point offers accommodations for every lifestyle. Nearby airport access offers easy transport for visitors and large groups. Planning a meeting? These dazzling resorts provide state-of-the-art facilities, impressive ballrooms, and meeting rooms that rise majestically above the ocean below.

Dana Point attracts visitors from all points of the globe, and for good reason: It's a perfect blend and meld of the natural and beautiful harmony of the cliffs, the beaches, the harbor, the stunning world-class resorts ... and the people who appreciate and treasure their moments in this paradise.

San Juan Capistrano

From its historic Mission and Los Rios Street to its vibrant trails, train depot and quaint downtown, the City of San Juan Capistrano offers a bevy of historic, entertaining and distinctive locales for tourists to explore, just minutes away from the famous Orange County coast.

San Juan Capistrano is most well-known for its annual Return of The Swallows Celebration, which takes place on Saint Joseph's Day, March 19. This two-month long celebration of the return of the Cliff Swallows to San Juan Capistrano begins in late February with the "Taste of San Juan Reception" followed by signature events during Swallow's week, open to visitors and residents alike.

Orange County's only mission, Mission San Juan Capistrano is a historic Southern California landmark and museum just 3 miles from the beautiful OC coastline. Nicknamed "The Jewel of the Missions," it has been at the center of Orange County since its founding by Padre Junipero Serra on November 1, 1776. Today it is one of California's most important historical, cultural, and educational centers.

For more information, visit <http://www.visittheoc.com/>

Working Conditions

Functional Demands	Sedentary
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Label	Short Description	Full Description
Sedentary	Very light energy level	Lift 10 lbs. box overhead. Lift and carry 15 lbs. Push/pull 20 lbs. cart.
Light	Moderate energy level	Lift and carry 25-35 lbs. Push/pull 50-100 lbs. (ie. empty bed, stretcher)
Medium	High energy level	Lift and carry 40-50 lbs. Push/pull +/- 150-200 lbs. (Patients on bed, stretcher) Lateral transfer 150-200 lbs. (ie. Patient)
Heavy	Very high energy level	Lift over 50 lbs. Carry 80 lbs. a distance of 30 feet. Push/pull > 200 lbs. (ie. Patients on bed, stretcher) Lateral transfer or max assist sit to stand transfer.
Other

Activity Level Throughout Workday

Physical Activity Requirements	Occasional (0-35% of day)	Frequent (36-66% of day)	Continuous (67-100% of day)	Not Applicable
Sitting		X		
Standing	X			
Walking	X			
Climbing (e.g., stairs or ladders)	X			
Lifting - Floor to waist level	15 lbs.	0 lbs.	0 lbs.	
Lifting - Waist level and above	10 lbs.	0 lbs.	0 lbs.	
Carry objects	X			
Push/Pull	X			
Twisting	X			
Bending	X			
Reaching forward	X			
Reaching overhead	X			
Squat/kneel/crawl	X			
Wrist position deviation	X			
Pinching/fine motor activities	X			
Keyboard use/repetitive motion		X		
Taste or Smell				X
Talk or Hear			X	
Sensory Requirements	Accurate 20/40	Very Accurate 20/20	Not Applicable	
Near Vision		X		

Far Vision		X		
	Yes	No	Not Applicable	
Color Discrimination	X			
	Minimal	Moderate	Accurate	Not Applicable
Depth Perception			X	
Hearing			X	
Environment Requirements				
Occupational Exposure Risk Potential			Reasonably Anticipated	Not Anticipated
Bloodborne Pathogens				X
Chemical				X
Airborne Communicable Disease			X	
Extreme Temperatures				X
Radiation				X
Uneven Surfaces or Elevations				X
Extreme Noise Levels				X
Dust/Particulate Matter				X
Other (List)				
Usual workday hours			8	

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