



RUDISH HEALTH

Leadership Profile

**Systemwide Employee, Labor Relations
and HR Compliance Leader**

Keck Medicine
of **USC**

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Position	Executive Administrator of Systemwide Employee, Labor Relations & HR Compliance
Organization	Keck Medicine of USC
Location	Los Angeles, California
Website	www.keckmedicine.org

Opportunity

Keck Medicine of University of Southern California, a \$3.2B premier academic health system, is seeking a highly qualified, collaborative, and network-oriented leader as its next Executive Administrator of Systemwide Employee, Labor Relations & HR Compliance.

A Vice President equivalent, this executive will hold a highly visible role reporting directly to the health system Chief Human Resource Officer to lead the health system's employee relations, collective bargaining and labor relations, HR policy, compliance, and absence management portfolio. This leader will maintain significant involvement in labor contract negotiations in partnership with the Office of the General Counsel and outside labor counsel(s).

The successful candidate is a bridge builder who brings strong union and healthcare labor law expertise as well as influential leadership attributes with a clear focus on communication and collaboration. As a Center of Expertise leader, this executive possesses judgment and acumen to work in harmony with HR entity leaders across the system and is skilled in joint decision-making. Shared authority and accountability, joint and collaborative decision-making, and right judgment and gravitas are very important for success in this role.

This is a rare transformational opportunity across people, structure, process, and technology to optimize the labor relations function and enhance employee relations to align with the overall reputation for clinical excellence that Keck Medicine has come to embody over the last ten years. The next Executive Administrator will make a lasting impact at this health system, with its expanding care network and commitment to innovation, by being an integral leader in a high performance, leading practice HR services department.

Keck Medicine of USC

Keck Medicine is the University of Southern California's medical enterprise, one of only two university-based medical systems in the Los Angeles area. Keck Medicine combines academic excellence, world-class research, and state-of-the-art facilities to provide highly specialized care for some of the most acute patients in the country. Their internationally renowned physicians and scientists provide world-class patient care at Keck Hospital of USC, USC Norris Cancer Hospital, USC Verdugo Hills Hospital, USC Arcadia Hospital and more than 100 unique clinics in Los Angeles, Orange, Kern, Tulare, and Ventura counties.

On the heels of tremendous growth and new leadership, Keck Medicine of USC is taking on the world's toughest health problems. The flagship Keck Medical Center, which includes Keck Hospital and USC Norris Cancer Hospital, is among the top 50 hospitals in the country in seven specialties, as well as the top hospitals in metro Los Angeles and in California, according to U.S. News & World Report's Best Hospitals rankings.

Ten years after its establishment in 2009, the USC Board of Trustees voted in 2019 to establish a new subsidiary legal entity to house the clinical activities of Keck Medicine of USC. The creation of the health system comprised three goals:

- Establish a fiduciary board to provide strategic, financial, and operational oversight to a nationally ranked healthcare enterprise.
- Enabled the health system to be nimble and thrive in a competitive LA healthcare market, while maintaining alignment with the university through the university's reserved powers; and
- Continue to ensure patient access & experience meet the highest levels of safe & quality care.



Keck Medical Center in Los Angeles, CA

Human Resources Function

Launched in 2023, Keck Medicine of USC’s HR transformation invested in and developed high performing centralized HR programs in recruiting, onboarding, employee engagement, and leadership development to deliver a consistent employee experience. Keck launched the shared services HR Business Center with a fully built out knowledge base, online self-service, and concierge phone support. The Business Center also clearly defines HR policies and processes and further optimizes the Workday instance. With the transformation came the enhancement of strategic capabilities of HR entity leaders and their reduced involvement in day-to-day transactional inquiries. Today, Human Resources is integrated and realigned at the corporate level with centers of expertise and local business unit teams.



Mission

We strive to be the trusted leader in quality health care that is personalized, compassionate and innovative. We stand for empowerment, integrity, respect, collegiality, and vitality. We commit to authenticity. We commit to excellence in clinical care, teaching, and research. You can count on us to be fully present in the delivery of uncompromising health care.

Awards and Recognitions

Keck Medicine of USC hospitals and providers are recipients of numerous quality awards and other types of recognition, including the illustrative awards and designations below. Keck was also recently the winner of five first-place PRISM Awards and five Awards of Excellence including the International Communications/Employee Relations and Diversity, Equity, & Inclusion categories.



Los Angeles, California

Los Angeles, California, nicknamed the "City of Angels" or just simply L.A., is the most populous city in California and second largest in the nation. Located on a broad basin in the southern part of the state, the city is surrounded by vast mountain ranges, valleys, forests, beautiful beaches along the Pacific Ocean, and nearby deserts. Los Angeles is known for its diverse population, entertainment industry, cultural attractions, and iconic landmarks.



With the city and county taking the title Los Angeles, both are interwoven geographically, culturally, and economically. Containing some 90 other incorporated cities, including Beverly Hills, Pasadena and Long Beach, Los Angeles has a Mediterranean climate characterized by mild, wet winters and hot, dry summers. The city is known for its abundant sunshine and pleasant weather. Los Angeles has a long coastline on the Pacific Ocean, offering a variety of beautiful beaches. Popular ones include Santa Monica Beach, Venice Beach, and Malibu Beach.

As the "Entertainment Capital of the World", Los Angeles is the epicenter of Hollywood and the global entertainment industry today. Many film studios, television networks, and production companies are based in the area. Outside of entertainment, LA's diverse economy is built on industries including technology, aerospace, fashion, and international trade. Los Angeles is considered the "crossroad" of the Pacific Rim as one of the busiest ports in the world.

Los Angeles boasts several iconic landmarks at the same time, including the Hollywood Sign, Griffith Observatory, the Los Angeles County Museum of Art, the Getty Center, and the Santa Monica Pier. Los Angeles offers a vibrant arts and culture scene, with numerous museums, theaters, galleries, and music venues. The Walt Disney Concert Hall, The Broad, and the Los Angeles County Museum of Art are notable cultural institutions. Prestigious universities and colleges include the University of California Los Angeles (UCLA) and the University of Southern California (USC).

As Los Angeles continues to be a hub for entertainment and innovation, it offers a unique blend of cultures and lifestyles, making it a dynamic place to call home.

Reporting Structure

The Executive Administrator will report directly to Keck Medicine of USC's system Chief Human Resources Officer.

Ekta Vyas, PhD

System Chief Human Resources Officer, Keck Medicine of USC

Ekta Vyas serves as Chief Human Resources Officer for Keck Medicine of USC. She is responsible for developing and executing human resources strategies across Keck Medicine and serves as the key executive liaison between Keck Medicine's human resources department and the health system's executive management team and board. Vyas also heads up efforts to integrate the workforces of Keck Medicine with USC Arcadia Hospital, which was acquired by Keck Medicine in the summer of 2022.

Prior to joining Keck Medicine, Vyas served as Deputy Chief Human Resources Officer at UC Davis Health, the academic health system of the University of California, Davis. There, among other achievements, she launched a series of workshops on personal and professional resilience to counterbalance the stresses of the COVID-19 pandemic and created a digital workplace program promoting remote and hybrid work.

Before joining UC Davis Health, Vyas spent 14 years with Stanford Health Care and Stanford Children's Health.

Vyas, an experienced executive who has striven to create a culture of compassion, empathy and listening during her career, is a frequent public speaker in her field and the author of multiple journal articles. Vyas is also an adjunct management professor at the USC Marshall School of Business. She holds a master's degree in industrial/organizational psychology and a PhD in organization and management. As a scholar-practitioner, Vyas' field of specialization and research interests include leadership and management, transformational change, engagement, talent management, and strategic HR.

Supervisory Role

This leader will be responsible for oversight of a department that includes three direct reports: an Associate Administrator over the acute facilities; an ELR Director over ambulatory; and an HR Policy & Compliance Director, with the opportunity to assess team structure going forward.

Position Summary

Under the general supervision of the Chief Human Resource Officer, the Executive Administrator will direct and lead the health system's employee relations, collective bargaining and labor relations, HR policy, compliance, and absence management portfolio, and will maintain significant involvement in labor contract negotiations in partnership with outside labor counsel(s).

Key responsibilities include planning, developing, implementing, and managing employee and labor relations strategies, programs, policies, procedures, and practices for all entities of the Health System.

- Refines and continually strengthens the health system's absence management program in enhanced partnership with University HR's Worker's Compensation and Return-to-Work program representatives, while refining and modifying applicable policies and procedures per healthcare industry regulations.
- Creates and executes a positive employee relations strategy across the health system in pursuit of stronger employer-employee relationships and one which informs and guides development of labor relations strategy in a constructive manner.
- Responsible for developing a team, program and processes that provide robust support to the organization in interpretation and enforcement of complex labor and employee relations matters, collective bargaining agreements, state and federal laws, investigation of complex employee grievances and complaints, appropriate resolution of EEO/NLRB matters, and applicable regulations governing the staffing of hospitals.
- Collaborates and coordinates with both inside and outside labor counsel.

Primary Duties and Responsibilities

- Partners with HR Centers of Expertise colleagues (COEs), HR Business Partners (HRBPs), and entity HR leads to deliver solutions on employee, labor relations, and HR compliance issues.
- Designs and implements systems to successfully process employee complaints, workplace conduct investigations and employee discipline.
- Provides strategic advice and counsel to internal clients, including human resources professionals and business leaders across clinical operations teams regarding labor laws and union contractual obligations.
- Oversees implementation of strategic plans and communication related to collective bargaining contract negotiations, administration, grievance arbitrations, litigating charges, managing strikes, pickets, and press conferences.
- Crafts a positive employee relations strategy that supports a union-free status for non-unionized workforce and includes proactive labor relations plans that respond to union organizing activity. Responses include information campaigns,

direct communication, labor relations audits, and providing legal advice to management teams.

- Consults with leadership to identify and develop strategies and a plan of action to address union organizing vulnerabilities throughout the Health System.
- Oversees fact-finding process and investigations of site grievances and employee disciplinary issues.
- Develops policies and processes to investigate and address grievances based on collective bargaining agreements by collecting and analyzing qualitative and quantitative data, researching key business issues, identifying potential strategies with corresponding risk analysis, creating appropriate documentation, and appropriate recommendations for corrective action plans.
- Assists in arbitration as required with the Office of the General Counsel (OGC); collaborates with OGC on employment matters.
- Partners with outside counsel and CHRO in formulating union strategies around collective bargaining, grievance, and arbitration proceedings; partners as needed on industry contract negotiations and provides all necessary support.
- Leverages internal/external legal counsel and assists in grievances, arbitrations and in proceedings before the National Labor Relations Board.
- Develops strong, constructive working relationships with labor union representatives. Maintains awareness of new and current organized labor rules from applicable government bodies.
- Provides oversight to training, education, and advising business leaders and human resources professionals in aspects of positive employment practices.
- Maintains current knowledge of pertinent federal/state laws, regulations and court decisions relating to employee/labor relations.
- Ensures that the health system adheres to legal standards and in-house policies by conducting quarterly and annual reviews and developing compliance strategies based on federal and state laws. Additional responsibilities include ensuring the workforce meets all HR related compliance requirements for employment.
- These requirements include the specific criteria for tracking and monitoring relevant skills and competencies as measured by Joint Commission, CDPH, Department of Consumer Affairs, and ARRT, etc. Has oversight for representing Keck Medicine during presentation of HR documents to the respective surveyor upon request.
- Interacts with the University on all Visa/immigration and I-9 matters and ensures processing of visa's are administered in a timely fashion. □

Candidate Qualifications

Education and Experience

- Bachelor's Degree in Human Resources Management, Business Administration, or related field required.

- Master's degree or JD from an accredited law school and member of state bar in good standing preferred.
- 10+ years of relevant employee and labor relations/labor law experience.
- Prior experience in a healthcare environment within a hospital setting.

Knowledge, Skills and Abilities

- Superior negotiating skills serving as lead in major labor/union contract negotiations.
- Excellent litigation skills and specific labor litigation/arbitration experience (NLRB experience preferred).
- Thorough knowledge of State and Federal labor/employment laws (NLRA, ADA, Wage & Hour, FMLA/CFRA, Workers Compensation, etc.) is required.
- Knowledge of and extensive experience in principles and practices of employee and labor relations and collective bargaining.
- Knowledge of healthcare industry and hospital regulatory matters.
- Highly developed communication skills, both verbal and written, including legal and business writing.
- Executive presence and the ability to interact with a range of personalities and styles while establishing effective relationships within all levels of the organization.
- High system collaborator who leads through influence (rather than authority and control). Strong leadership and influencing skills and the ability to gain the respect of, and build a rapport with, multiple constituencies, internally and externally.
- Clear thinker with the ability to quickly identify root causes of problems and develop creative and strategic solutions.
- Ability to plan, organize, prioritize, work independently, and meet deadlines.
- Ability to conduct and maintain objectivity in EEO/legal/third party investigations, apply judgment, and make sound decisions.
- A solid team player with strong communication, collaboration, active listening, and problem-solving skills.
- As a COE leader, possesses judgment and acumen to work in harmony with HR entity leaders across the system and be skilled in joint decision-making. Shared authority and accountability, joint and collaborative decision-making and right judgment and gravitas are very important for success in this role.

Compensation

A competitive compensation program will be tailored to the selected candidate to commensurate to the candidate's experience. Base salary will be supplemented by a performance bonus and comprehensive, well-rounded benefits program, which includes relocation assistance. The annual base salary range for this position is \$290,000 to \$325,000.

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