County of Cook

Room: G-50
Chicago, IL 60612

Job Code: 0293
Grade: 21

STANDARD JOB DESCRIPTION

Job Title
Administrative Analyst III

Department
Emergency Medicine

Job Summary
Supervises the Emergency Department (ED) administrative staff covering a variety of patient access systems. Participates in employee orientation, designing work schedules and disciplinary processes as needed. Monitors the training and development of patient scheduling, registration and insurance verification procedures. Performs a variety of complex functions related to patient flow, revenue cycle, physician documentation and generating reports. Acts as a department liaison throughout investigative phases of employee disciplinary hearings, reprimands and union grievance processes.

This position is exempt from Career Service under the CCHHS Personnel Rules.

Typical Duties
- Conducts ED employee orientation, routine training, develops work schedules and initiates disciplinary protocol as needed
- Maintains working knowledge of all Medical Assistance Programs, insurance verification and reporting processes
- Assists payroll by verifying attendance records/payroll processing
- Supervises staff performing ED and Quick registration, patient scheduling and insurance verification
- Ensures that patient registration functions, charge posting, document retention and all related clerical functions are entered timely and accurately
- Gathers information and processes physician referral requests
- Collects, analyzes and produces Quality Assurance (QA) reports focusing on patient flow and employee productivity; provides constructive feedback and trains staff to diminish reoccurring errors
- Works with Information Technology, Health Information Management and Finance departments to identify downstream system problems; takes corrective action to train and monitor staff as needed
- Assists the Administrative Director of ED to reconcile physician documentation with ED visits; audits medical records for thorough documentation of visits and physician signatures
- Collects material to review, investigate and resolve patient and employee complaints
- Acts as a department liaison during employee disciplinary hearings, reprimands and union grievance processes
- Collaborates with various inpatient and outpatient departments to implement strategies to address patient care issues
- Develops and maintains positive relationships with coworkers, patients and visitors
- Serves as backup for Business Office Supervisors and other administrative/management staff
- Participates in special projects and other duties as assigned
**Reporting Relationships**
Reports to Chairman, Department of Emergency Medicine Administrative Director, Department of Emergency Medicine

**Minimum Qualifications**
- Bachelor’s degree
- Three (3) years of patient access/registration experience
- One (1) year of experience as a supervisor or manager in a healthcare environment
- Prior experience leading projects and creating, gathering and tracking departmental reports
- Prior experience managing internal and external communication
- Must be able to meet the Intermediate proficiency level using Microsoft Office Suite
- Must be able to create complex spreadsheets
- Must be able to work flexible work hours

**Preferred Qualifications**
- Five (5) years of patient access/registration experience in a hospital setting

**Knowledge, Skills, Abilities and Other Characteristics**
- Knowledge of patient access/registration processes
- Knowledge of insurance verification system and managed care plans
- Working knowledge of payroll processing and time keeping methods
- Demonstrate the ability to maintain an organized electronic and paper filing system
- Excellent verbal and written communication skills necessary to communicate with all levels of staff and a patient population composed of diverse cultures and age groups
- Strong customer service and empathy skills
- Demonstrates good computer and typing skills
- Demonstrate good phone and email etiquette skills with strong response times
- Demonstrate analytical and organizational, problem-solving, critical thinking, time management and conflict resolution skills
- Demonstrate management and leadership skills
- Strong mathematical and statistical skills for generating reports
- Demonstrate attention to detail, accuracy and precision
- Ability to utilize standard office equipment
- Ability to work at the Intermediate proficiency level using Microsoft Office Suite
- Ability to prioritize, plan, and organize projects and tasks
- Ability to multi-task and meet deadlines in a fast paced and stressful environment
- Ability to adhere to department policies and standards utilizing best practices
- Ability to maintain a professional demeanor and composure when challenged
- Ability to function autonomously and as a team member in a multidisciplinary team
- This position occasionally requires various types of physical exertion including but not limited to bending, lifting, pushing, pulling, prolonged standing, and/or moving light to medium weight
- Ability to work flexible work hours

**Physical and Environmental Demands**
This position is functioning within a healthcare environment. The incumbent is responsible for adherence to all hospital and department specific safety requirements. This includes but is not limited to the following policies and procedures: complying with Personal Protective Equipment
requirements, hand washing and sanitizing practices, complying with department specific engineering and work practice controls and any other work area safety precautions as specified by hospital wide policy and departmental procedures.

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

For purposes of the American with Disabilities Act, "Typical Duties" are essential job functions.

Approval: Jamil Ahmad / Admin Analyst-V  
[Enter Name & Title of Personal Approving the JD]  
08-03-2015  8/18/2015  
Date

Approval: Jeffery Schaider, M.D. Chairman  
[Enter Name & Title of Personal Approving the JD]  
08-03-2015  
Date

Approval: Gladys Lopez  
Chief of Human Resources  
Date