



Job Code: 5437

Grade: 24

HCWR: N

Job Title

System Director of Patient Access

Department

Revenue Cycle

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

Job Summary

The System Director of Patient Access is responsible for assessing, directing, and coordinating all patient access resources of the Health System to improve and contribute to the accurate and efficient capture, management, and collection of patient service revenue. This position is responsible for managing the patient access operations and staff for Cook County Health (CCH), including Ambulatory and Community Health Network, Stroger Hospital, Provident Hospital, and Oak Forest Hospital. This position will have the responsibility of managing the following processes in all patient access throughout CCH, including inpatient, ambulatory and emergency departments, financial counseling, admitting, centralized and decentralized registration, insurance verification, and bed control.

General Administrative Responsibilities

Collective Bargaining

- Review applicable Collective Bargaining Agreements and consult with Labor Relations to generate management proposals
- Participate in collective bargaining negotiations, caucus discussions and working meetings

Discipline

- Document, recommend and effectuate discipline at all levels
- Work closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements
- Initiate, authorize and complete disciplinary action pursuant to CCH system rules, policies, procedures and provision of applicable collective bargaining agreements

Supervision

- Direct and effectuate CCH management policies and practices
- Access and proficiently navigate CCH records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements



General Administrative Responsibilities

Management

- Contribute to the management of CCH staff and CCH' systemic development and success
- Discuss and develop CCH system policies and procedures
- Consistently use independent judgment to identify operational staffing issues and needs and perform the following functions as necessary; hire, transfer, suspend, layoff, recall, promote, discharge, assign, direct or discipline employees pursuant to applicable Collective Bargaining Agreements
- Work with Labor Relations to discern past practice when necessary

Typical Duties

- Completes various financial forecasts, annual budgets, month-end financial reporting, receivables levels, productivity and any long-range strategic planning for the department.
- Oversees leadership responsible for daily operations in the Patient Access department. Directs daily activities including request for service intake and management, insurance eligibility, and financial counseling.
- Provides timely communications. Conducts regular meetings that include the managers within Patient Access.
- Maintains and revises policies and procedures. Coordinates with staff, management and the governance to establish and or revise current policies.
- Oversees personnel issues in the Patient Access department. Sets guidelines for the hiring and training practices of the department. Directs terminations and disciplinary actions within policies and guidelines set by Human Resources. Assists management with performance evaluations of staff.
- Oversees the leadership standardization of patient access reporting and processes within all patient access information systems, registration process, service and productivity standards, continuous quality improvement (CQI) and compliance standards.
- Oversees leadership to maintain performance agreement set for patient access staff. Oversees weekly review of staff performance.
- Oversees leadership to create and maintain the patient access dashboard for internal management of system departments and as a monitoring tool for executives.
- Assumes fiscal responsibility. Establishes and monitors the department's budget in coordination with leadership. Identifies and implements methods for controlling costs. Continuously monitors expenses against established budget.
- Provides information to senior levels of management on the implication of policies and procedures being formulated and recommends specific action.
- Oversees leadership to ensure that managers and staff understands/interprets compliance regulations, standards and directives regarding governmental /regulatory agencies and/or third-party payers and how these regulations affect patient access.
- In collaboration with IT leadership, develops technology and process improvement road maps as they relate to patient access.
- Actively participates in department and CCH committees, as well as in special projects.
- Promotes quality management by initiating/participating in specific reviews and assists with



Typical Duties

- quality monitoring. Holds access staff accountable to the Memorandum of Agreement.
- Assures staff is informed of regulatory, process, and information system changes which includes ongoing staff education.
- Oversees leadership to ensure that staff maintains a working knowledge of all billing regulations and applications as it relates to the collection of patients balances.
- Establishes and maintains an effective "Up Front" collection effort.
- Develops and maintains reports to ensure key functions are performed promptly and accurately.
- Manages the patient access operations and staff for Cook County Health.
- Improves and contributes to the accurate and efficient capture, management, and collection of patient service revenue.
- Manages pre-arrival process, insurance verification, bed control, and vendor management.
- Performs other duties as assigned.

Minimum Qualifications

- Bachelor's degree from accredited college or university in Business Administration, Organizational Development, Finance, Accounting, or Health Care Administration
- Seven (7) years of work experience in patient access
- Five (5) years of management experience inpatient access, patient financial services or other revenue cycle function in an academic medical center or health system that includes hospitals and clinics

Preferred Qualifications

- Master's degree from an accredited college or university
- Previous experience within a multi system hospital setting, or multiple clinic healthcare provider
- Membership in Healthcare Finance Management Association, American Healthcare Information Management Association, or American College of Healthcare Executives

Knowledge, Skills, Abilities and Other Characteristics

- Knowledge of patient registration and access requirements
- Knowledge and familiarity with hospital and clinic-based systems
- Knowledge of the following software programs: Windows based software including Word, PowerPoint and Excel
- Knowledge of hospital and insurance coding and documentation practices
- Understanding of Federal, State, Local, and Agency healthcare laws, standards and financial regulations
- Strong project management skills
- Demonstrates attention to detail, accuracy and precision
- Demonstrates a high degree of confidentiality and discretion
- Demonstrates a desire and willingness to maintain professional skills and education
- Strong interpersonal skills and team skills, ability to communicate well with individuals, and in group settings, ability to communicate with diverse population and people from various



Knowledge, Skills, Abilities and Other Characteristics

backgrounds

- Written and verbal communication, ability to prepare reports and make presentations
- Demonstrates analytical and organizational, problem solving, critical thinking, and conflict management/resolution skills
- Ability to build relationships with executive, department and clinic leadership, providers, team members, and direct reports
- Ability to follow HIPAA standards and comply with patient confidentiality policies

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.