

Human Resources  
750 S. Wolcott  
Room: G-50  
Chicago, IL 60612



Job Code: 5446  
Grade: 23  
FLSA: Exempt

**Standard Job Description**

**Job Title**  
Site Manager Patient Access II  
John H. Stroger, Jr. (JHS)

**Department**  
Finance-Revenue Cycle

**Job Summary**

The Site Manager II of Patient Access is responsible for managing the patient access operations and staff for John H. Stroger, Jr. (JHS) Hospital. Responsible for monitoring processes and directing supervisors, and other staff in the following patient access areas; decentralized scheduling, decentralized pre-registration, admitting, registration and insurance verification. Responsible for managing the patient access operations and staff for hospital inpatient, outpatient and emergency department. Works closely and collaboratively with the Director of Revenue Cycle who will manage patient access processes.

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

**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 meeting

*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 CCHHS system rules, policies, procedures and provision of applicable collective bargaining agreements

*Supervision*

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

*Management*

- Contribute to the management of CCHHS staff and CHSS' systemic development and success
- Discuss and develop CCHHS system policy and procedure

## **General Administrative Responsibilities continued**

### *Management continued*

- 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**

- Accountable for recruiting, interviewing, hiring, performance monitoring, retention, initiating/follow through with disciplinary action and termination of staff in consultation with Human Resources, John H. Stroger, Jr. (JHS) Hospital's Chief Financial Officer (CFO), and the Director of Revenue Cycle.
- Collaborates with the (JHS) Hospital's CFO and the Director of Revenue Cycle in developing the overall strategy for the standardization of patient access processes and operations across all hospital departments. This includes the standardization of patient access reporting and processes within all patient access information systems.
- Reviews, recommends, and implements new leading practice initiatives throughout the hospital patient access areas for optimal departmental functioning. Collaborates with the Cook County Health & Hospitals System (CCHHS) Information Systems department to attain optimum performance in achieving departmental goals and objectives.
- Provides direction to hospital patient access staff and management on the standardized CCHHS process for pre-arrival, scheduling, admitting, centralized and decentralized registration, insurance verification, bed control, case management, and vendor management.
- Collaborates with directors and managers on establishing and maintaining hospital goals and objectives and evaluates processes that lead to their achievement.
- Creates and maintains a patient access dashboard as a monitoring tool for executives.
- Ensures that patient access processes and services are continuously monitored for quality, cost effectiveness, and efficiency. Engages in process and quality improvement activities.
- Creates or approves policies, procedures, and budgets.
- Provides information and input on the implication of policies and procedures being formulated and recommends specific action.
- Understands/interprets compliance regulations, standards and directives regarding governmental / regulatory agencies and/or third-party payers and how these regulations affect patient access.
- Participates in departmental and hospital committees, as well as in special projects.
- Promotes quality management by initiating/participating in specific reviews and assists with quality monitoring.
- Adheres to all CCHHS and facility policies and procedures, including but not limited to code of ethics, hospital identification requirements and dress code policy.
- Adheres to and supports the mission, vision, values, goals and objectives of CCHHS.
- Performs other duties as assigned.

### **Reporting Relationships**

Reports to the Director of Revenue Cycle

**Minimum Qualifications**

- Bachelor's degree from accredited college or university
- Five (5) years of work experience in patient access
- Three (3) years of supervisory or management experience in a hospital or healthcare setting

**Preferred Qualifications**

- Membership in Healthcare Financial Management Association

**Knowledge, Skills, Abilities and Other Characteristics**

- Knowledge of the Microsoft Office (Word, PowerPoint, and Excel)
- Knowledge of hospital, insurance coding, and documentation practices
- Conflict management skills
- Analytical and problem solving skills
- Excellent verbal and written communication skills necessary to communicate with all levels of staff composed of diverse cultures and age groups
- Strong interpersonal and team skills,
- Strong decision making skills and ability to use professional judgment
- Strong project management skills
- Strong attention to detail, accuracy and precision
- Ability to prepare reports and make presentations
- Understanding of Illinois Federal, State, Local, and Agency healthcare laws, standards and financial regulations

**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: Annie Peterson 11-3-16  
Annie Peterson Date  
Director of Revenue Cycle

Approval: \_\_\_\_\_  
Gladys Lopez Date  
Chief of Human Resources