

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



Job Code: 6644  
Grade: 18  
FLSA: Exempt

**Standard Job Description**

Job Title  
Patient Financial Services Quality Management  
Coordinator

Department  
Finance

**Job Summary**

Monitors, evaluates and supervises the quality, appropriateness and daily functions of staff within the Patient Financial Services (PFS) Department of the Cook County Health & Hospitals System (CCHHS). Develops and maintains the accounts receivable systems for optimum performance in tracking and collection accounts receivable. Promotes quality review by initiating/participating in specific reviews/audits and assists with quality monitoring.

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

**General Management Duties & 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

**General Management Duties & Responsibilities continued:**

*Management*

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

- Monitors and evaluates the quality and appropriateness of work performed by PFS staff and addresses performance issues
- Supervises the daily functions of billing and collections, customer service and/or posting staff within the constraints of the overall department strategy set forth by the CCHHS System Director of PFS
- Conducts performance reviews based on set performance goals as established by the CCHHS Leadership of PFS
- Assists in recruiting, interviewing, hiring, performance monitoring, retention, initiating/follow through with disciplinary action and termination of staff in consultation with Human Resources and the CCHHS Leadership of PFS
- Mentors and develops current department staff and aides System Director in management succession planning
- Assists with reviewing and approving of policies and procedures developed within the department
- Operationalizes new/revised policies and identifies gaps and concerns with new policies
- Develops and maintains the accounts receivable systems for optimum performance in tracking and collecting accounts receivable
- Utilizes system and ad hoc reports to identify opportunities for improvement in the billing and collections process
- Monitors vendor performance and recommends change when appropriate
- Remains abreast of compliance regulations, standards and directives regarding governmental/regulatory agencies and/or third-party payers
- Promotes quality review by initiating/participating in specific reviews and assists with quality monitoring
- Collaborates with CCHHS Leadership of PFS to create executive level summary reports
- Participates in organizational and departmental committees, as well as in special projects
- Performs other duties requested by Leadership of CCHHS System Director of PFS

**Reporting Relationships**

Reports to the System Manager, Patient Financial Services, 3<sup>rd</sup> Party Billing and Collections

### **Minimum Qualifications**

- High School Diploma or GED
- Five (5) years of work experience in a healthcare system billing department
- Three (3) years of work experience in a supervisory or management capacity within third party billing or collections department in a large hospital system
- Knowledge of hospital and physician billing and collection practices, accounts receivable practices, payment policies of government and non-government payers
- Knowledge of hospital specific billing and accounting software
- Knowledge of Microsoft Office Suite

### **Preferred Qualifications**

- Bachelor's Degree from an accredited college or university with additional post graduate coursework in business or health administration
- Certified Health Financial Practitioner (CHFP) or Fellow of the Healthcare Financial Management Association (HFMA)
- Seven (7) years of experience in a healthcare system billing department

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

- Knowledge of hospital and physician billing and collection practices, accounts receivable practices, payment policies of government and non-government payers
- Knowledge of hospital specific billing and accounting software
- Knowledge of Microsoft Office Suite
- 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
- Excellent program development, management, and leadership skills
- 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, and conflict management/resolution skills
- Demonstrate attention to detail, accuracy and precision
- 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
- Ability to train by presenting concepts and demonstrating tasks
- Ability to supervise billing and collections staff

**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: Jamie E. McPeek Johnson 8/2/16  
Jamie E. McPeek-Johnson Date  
System Director Patient Financial Services

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