

County of Cook

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



Job Code: 8063
Grade: 24
FLSA: Exempt

STANDARD JOB DESCRIPTION

JOB TITLE
Director of Revenue Cycle

Department
Finance

Job Summary

Reporting to the Chief Financial Officer - CCHHS, the Director of Revenue Cycle Operations is responsible for assessing, directing, and coordinating the revenue management functions and resources of the Cook County Health & Hospitals System (CCHHS) to improve core revenue integrity and the protection of assets for the organization. This position is responsible for all functions which contribute to the accurate and efficient capture, management, and collection of patient service revenue.

In this regard, the Director of Revenue Cycle Operations will develop and deploy a comprehensive revenue cycle infrastructure to enhance revenue performance and sustain a culture of accountability within CCHHS. Key to the success of this position will be recognition that the role, in addition to direct oversight of certain departments, is a position of influence with responsibility for achieving results through others. Key performance indicators will be reflected in improvement in the following: days of revenue in A/R, both billed and unbilled; day of cash on hand; A/R aging; bad debt and charity; denials; third party vendor performance; coding compliance; automation; staff performance; customer satisfaction; and other areas critical to the CCHHS mission.

The Director of Revenue Cycle Operations is responsible for the total coordination and management of the CCHHS revenue cycle including the functional areas of patient access (scheduling and registration), Central Business Office, health information management, and revenue integrity. This position is also responsible for maintaining and enhancing physician and patient relations and creating an environment conducive to overall growth and system integration. The ability to work effectively with other revenue cycle stakeholders in finance, information systems, planning, nursing, contracting, and case management will be essential.

The Director of Revenue Cycle Operations is expected to demonstrate, through plans and actions, that there is a consistent standard of excellence to which all departmental work is expected to conform. Such a standard should be based on establishing and maintaining a constancy of purpose, focusing on continuous improvement within the Director's area of influence, and delivering the highest degree of quality service possible.

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

Typical Duties

General Administrative Responsibilities

Management

- Contributes to the management of CCHHS staff and CHHS' systemic development and success
- Discusses and develops CCHHS system policies and procedures
- Consistently uses 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
- Works with Labor Relations to discern past practice when necessary

Supervision

- Directs and effectuates CCHHS management policies practices
- Accesses and proficiently navigates CCHHS records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements

Collective Bargaining

- Reviews applicable Collective Bargaining Agreements and consults with Labor Relations to generate management proposals
- Participates in collective bargaining negotiations, caucus discussions and working meetings

Discipline

- Documents, recommends and effectuates discipline at all levels
- Works closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements
- Initiates, authorizes and completes disciplinary action pursuant to CCHHS system rules, policies, procedures and provision of applicable Collective Bargaining Agreements

Other Responsibilities

- Achieves annual and periodic goals for significant statistical indicators of revenue cycle performance and for the organization's overall financial performance
- Incorporates the facility's values into all business staff development practices and all departmentally directed activities
- Completes various financial forecasts and long-range strategic plans for the organization
- Oversees external audits with public accounting firms and third-party auditors as they relate to the revenue cycle. Mediates and resolves conflicts and issues when necessary to maintain the highest level of integrity for CCHHS
- Oversees external vendor relationships, programs and systems
- Maintains appropriate internal controls over all revenue cycle departments
- Recommends innovative programs to meet the demands and expectations of management, physicians, patients and employees

Typical Duties (continued)

- Oversees compliance with relevant regulations, standards, and directives from regulatory agencies and third-party payers
- Works collaboratively with CCHHS Information Systems to maintain the integrity of financial and clinical information
- Direct ongoing programs for staff development, which includes working with union representation and Human Resources
- Responsible for hiring and training future CCHHS revenue cycle leaders, communicating regularly and effectively with subordinates and superiors regarding the status and condition of the revenue cycle
- Responsible for developing and leading multi-disciplinary patient financial services teams to enhance quality and efficiency
- 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
- Completes annual educational requirements
- Maintains and complies with regulatory requirements
- Performs other duties assigned by the CCHHS CFO
- Overall improvement of net revenue and cash flow as a result of better revenue management. Scorecard development and roll out with improvements in all areas of the revenue cycle. Reduction in cost per claim as a result of automation, standardization and centralization

Reporting Relationships

The Director of Revenue Cycle reports to the Chief Financial Officer - CCHHS.

Required Minimum Qualifications

- High school diploma or GED equivalent
- Seven (7) years' experience working in a financial capacity within a hospital or healthcare system
- Five (5) years management and leadership experience of a financial services function within a large hospital or multiservice healthcare system
- Strong understanding of health care receivables and/or hospital and physician billing and reimbursement practices
- Experience interpreting healthcare industry financial statistical indicators
- Knowledge of areas within Revenue Cycle including patient registration, billing, accounts receivable, managed care billing practices, health insurance practices, business office operations, revenue cycle technology

Preferred Qualifications

- Bachelor's degree from accredited institution in Business, Finance, Health Administration or related field
- Ten (10) years' experience working in a financial capacity within a hospital or healthcare system
- CPA or other certification from HFMA, AHIMA, ACHE

Preferred Qualifications (continued)

- Experience with total quality management, Six Sigma or other management concepts and tools used in a large hospital environment
- Previous experience in government or a highly regulated industry

Knowledge, Skills, Abilities and Other Characteristics

- Strong interpersonal skills and team skills, strong leadership skills to lead and direct the entire Revenue Cycle team. Understanding of federal, state, local, and agency healthcare laws, standard, and financial regulations
- Financial management skills including ability to analyze data for operations, budgeting, auditing, forecasting, understanding market analysis, hospital staffing, and general financial reporting. Strong organizational skills, with the ability to organize and maintain record keeping
- Strong interpersonal skills. Ability to communicate well and build positive working relationships with employees at all levels of the organization
- Ability to demonstrate respect and sensitivity for cultural diversity, gender differences, and sexual orientation of patients and coworkers
- Excellent written and verbal communication skills
- Analytical skills, problem solving skills used to conduct financial analysis throughout the organization and to resolve problems that affect any area of revenue
- Ability to define budgetary problems and recommend alternatives
- Mathematical skills: Strong budgetary, financial and statistical expertise
- Conflict management skills
- Strong decision making skills as required for upper management, ability to make sound financial as well as qualitative decision
- Attention to detail. Ability to meet work deadlines
- Flexibility and adaptability in performing work duties
- Strong project management skills
- Written and verbal communication for preparing and presenting information to CCHHS leadership
- Proficiency in Microsoft Office software (Excel, PowerPoint, and Word)
- Familiarity with Access, or other accounting or budgeting software
- Ability to handle confidential information

Physical and Environmental Demands

This position functions 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.

Working Conditions and Physical Demands

General office environment where work is generally sedentary in nature, but may require standing and walking for up to 40% of the time. Environment is fast paced and some stress may occur. Visual acumen and manual dexterity for working with computer and keyboards is required.

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:

Ekerete Akpan
Chief Financial Officer - CCHHS

Date

Approval:

Gladys Lopez
Chief Human Resources Officer

Date