

RUSH UNIVERSITY MEDICAL CENTER

JOB DESCRIPTION

TITLE: AVP Access Operations **DEPARTMENT:** RUMG Administration
COST CENTER: 1021-590-14
REPORTS TO: VP RUMG **JOB CLASS NUMBER:**
JOB GRADE:
FLSA STATUS: Hourly Salaried

Summary:

The Associate Vice President for Patient Access provides the leadership to maximize access to care across the Rush University Medical Group (RUMG) and related hospital outpatient departments to ensure customer-focused, results-oriented performance in alignment with the mission, vision, and values of the Rush University Medical Center (RUMC). This position oversees all aspects of access including development and management of data and analytics, capacity operations, call centers, training, customer service and quality teams, Epic Cadence design and build, practice front end workflow development and performance, and partnerships with stakeholders across the organization to create and manage programs enhancing access to care. This individual will work closely with the clinical chairs and operational leaders throughout RUMC to ensure that optimal patient access strategies are developed, implemented, and sustained, achieving the goals and metrics approved by senior leadership. The role is charged with leading access-focused initiatives that create and support exceptional patient access and experience, faculty and staff satisfaction, growth and volume management, technology advancement, and strong financial performance with superior efficiency and productivity.

Job Responsibilities:

1. Manages operations related to patient access in a manner that achieves target goals and metrics as approved by the senior leadership team.
2. Partners with administrative and faculty leadership to ensure that effective processes and workflows are implemented which enhance the patient's experience with RUMG.
3. Collaborates with RUMG providers as well as referring providers to improve access to care for our patients.
4. Builds and maintains positive and effective relationships with all constituencies within RUMC to include clinical department chairs and practice leadership, hospital leadership, and physicians, and staff in a cross department manner that positions RUMG as a leader of access in the health care industry.
5. Oversees development and implementation of a centralized access strategy, to achieve best patient experience and first contact resolution
6. Develops, implements, and manages business, operational, continuous process improvement, standard work, and other programs and initiatives to drive optimal performance of ambulatory patient access to care.
7. Develops front end processes at the practice level, standardizing workflows to maximize patient centricity, consistency, satisfaction, and financial performance.

8. Proactively identifies opportunities to improve access on demand and capacity fronts and develops action plans collaboratively with departmental leadership
9. Collaborates with departments to define the areas where we have opportunities and create capacity where needed
10. Establishes best practices for access and capacity management working in conjunction with the clinical chairs and RUMG leadership, as well as other RUMC senior leaders.
11. Collaborates with IT in the design, adoption, and optimization of access-related tools and technology, such as: Epic optimization, referring provider portals, telephony and related reporting and workforce management systems, call center systems, and capacity management tools.
12. Participates in the development of strategic and operational goals and objectives for RUMG. Supports the workflows and operating needs of medical group, practices, Departments, and RUMC.
13. Identifies long range productivity improvement goals and opportunities within patient access and the broader access to care continuum.
14. Develops and manages the annual operating and capital budgets for all areas of direct responsibility. Develops A3s with ROI analyses on capital expenditures as needed. Assists in identifying opportunities for expense savings and/or revenue enhancement. Analyzes budget variances while implementing improvement initiatives as needed.
15. Actively contributes to analysis and evaluation of RUMG financial statements and other indicators of performance, as well as lead opportunities to improve efficiency, reduce cost, increase revenue, and improve overall RUMG performance.
16. Provides global direction for the RUMG access strategy by developing short-term and long-term patient access and operational goals.
17. Maintains an in-depth knowledge of the best practices within the patient access industry.

Knowledge, Skills, and Abilities:

1. Master's degree in Health Care Administration, Public Health, Business Administration, Organizational Development, or the equivalent with at least 15 years of progressively increasing leadership experience in the health care service sector or related field is required.
2. Will have served in a complex and matrix environment such as an academic medical center or large integrated health system. Experience working closely with medical practices is preferred. Other experiences such as with physician practice management organizations, health plans, or other closely related health care venues are desirable.
3. Proven change agent who understands process improvement and the use of data analytics to drive operational, quality, and financial levers to positively affect results. Experienced in leading and implementing innovative quality, safety, and performance improvement initiatives to achieve superior clinical quality and favorable financial outcomes with high satisfaction levels for patients and staff.
4. Demonstrated success in working collaboratively with physicians and other senior executives, both inside and outside an organization.
5. Leadership that has exhibited a proactive, results-oriented stand towards achieving outcomes in complicated, changing, multifaceted environments.

PERSONAL CHARACTERISTICS

1. Fosters a culture of candor, trust, and respect in order to cultivate strong working relationships and engagement.
2. Superior interpersonal skills and one who enjoys working with physicians and staff at all levels.
3. Maintains an open, supportive culture and interpersonal collaboration.
4. Unquestioned integrity and personal and professional values.
5. “Hands-on” executive who has the ability and interest to get involved and do what is necessary to reach the objectives.
6. Strong team player orientation with the ability to work in an emerging multidimensional environment.
7. Highly intelligent, has superior oral and written communication skills, and can envision the future and help others understand, share, and support the vision.
8. Strong commitment to service, quality, and the interest and ability to respond to the needs of all constituents.
9. Highly mature and self-confident professional who can relate to people at all levels of the organization.
10. Fiscally responsible, and yet realizes the need for change and can produce energy and leadership supporting the direction of AE.
11. Principled orientation, one who demonstrated values held by RUMC and will gain the trust and respect of subordinates, peers, and all other senior leaders.
12. Ability to build and lead high-performance work teams.

Disclaimer:

The above is intended to describe the general contents and requirements for the performance of this job. It is not to be construed as an exhaustive statement of requirements, duties, and responsibilities. There may be unit specific duties that will not change the job class or grade.

Revised: 11/2018