

Director, Patient Access, TEC

Emory Healthcare, Atlanta, GA

Position Summary:

The Director is responsible for strategic leadership and management of ambulatory patient access contact center operations across Emory Healthcare. As part of the Patient Access senior leadership team, the Director leverages people-oriented methods to ensure the proper access operational infrastructure is in place to support the accelerated growth of the organization's local, regional, national and international clinical network strategy. The Director, Patient Access is responsible for leading and inspiring the ambulatory access strategy with administrative and operations accountability across the Physician Group Practices.

This position has direct operational and administrative responsibility for over 350 Patient Access team members who collectively handle over 4 million annual contacts across 39 clinical sections in our centralized and consolidated Physician Group Practices contact center. The Director partners with Patient Access senior leadership and staff to build and sustain an Emory aligned culture which delivers an ideal experience for our patients and families, the Emory care teams, and referring providers.

High Level Overview:

- Supports the strategic, financial, and clinical priorities by providing systems, process, and people-oriented methods to improve access.
- Delivers results against a defined scope of work that includes measurable ROI, strategic innovation, performance reporting, and human capital development.
- Supports, engages, inspires, and cultivates team members to maintain a strong culture of mutual respect, inclusion, diversity, and equity within and across our PGP Access teams.
- Leveraging lean principles and working in partnership with our clinical sections, this position leads the effort to reengineer ease of access through workflow standardization and process improvement efforts, resulting in a hardwired, sustainable, and standard ambulatory patient access experience.
- Accountable for the results and performance of the strategy and promotes teamwork to achieve organizational goals and objectives for access.

- Works to influence change among a multidisciplinary group involved in patient flow management and continuous system enhancements to improve the patient, family, and customer experience.
- Collaborates and builds strong business relationships with the clinical divisions and system leaders.
- Actively initiates change and is a proactive and strategic thinker.

Preferred Candidate Qualifications:

- In depth understanding of contact center operations and technologies.
 - Experience in an academic medical center, large integrated health system or other complex organization.
 - Laser focus and passion for innovative continuous improvement aimed to create the ideal patient, family, provider, and employee experience.
 - Possess strong leadership, team building and engagement, communication, problem solving, organization, change management, and analytical skills.
 - Demonstrated ability to gain the trust of key organization leaders, faculty, team members, and direct/indirect reports.
 - Serve as an example leader, manager, and mentor in an organization focused on investing in and training the next generation of administrative healthcare talent.

A listing of the key responsibilities that the Director, Patient Access Contact Center will be accountable for follows:

1. Provides administrative direction and coordination in the formulation, interpretation and administration of current and long-range Patient Access strategies, policies, procedures, and programs.
2. Oversees the daily operation of the Contact Center including organization, tracking/reporting on service levels and metrics, managing work assignments and identifying and resolving issues.
3. Keeps monthly open office hours to engage with front-line staff and team members in an open forum.
4. Facilitates monthly Access Town Hall with entire team to communicate around updates, changes, and feedback.
5. Establishes goals and objectives for the Contact Center on the departmental scale that are consistent with Emory Healthcare policies and federal, state and local regulations.
6. Defines the scope of specific departmental projects and analyzing requirements to execute those projects successfully.
7. Defines and documents procedures, identifies process and workflow changes for continuous improvement and implements best practices for greater efficiency across all departments.

8. Advises and oversees the onboarding of additional departments into the Contact Center.
9. Has strategic oversight on all space planning and growth initiatives.
10. Leads bi-monthly performance meetings in collaboration with Access Managers for each department within the Contact Center.
11. Reports out monthly on Contact Center performance and opportunities to the VP and COO in the form of an Executive Dashboard.
12. Delivers ad hoc presentations about the Contact Center to internal and external audiences.
13. Serves as the escalation point-of-contact for departmental communications.
14. Interprets and administers policies regarding hiring, payroll, appointments and promotions, placement, and orientation of all faculty and/or staff.
15. Reviews and approves all reclassifications, new positions and salary increases.
16. May direct and coordinate performance appraisals for staff and exempt/nonexempt employees.
17. Identifies opportunities for continuing education and provides coaching and training to the Contact Center leadership team. Provides team feedback on a regular basis.
18. Provides oversight to management staff to ensure compliance with Contact Center established best practices in addition to implementing new policies and keeping employees aware of changes and current standards.
19. Assures compliance with regulatory, insurance and ethical standards regarding Patient Health Information (PHI), HIPPA, employees and property.
20. Identifies contingency plans for potential risks and disaster recovery.
21. May be responsible for creating, reviewing, and/or updating policies and procedures pertaining to department specific goals and objectives.
22. Plans budget needs by analyzing short and long-term program plans. Collaborates with Finance to assure the completion of the annual budget and financial monitoring.
23. Ensures budget variances are monitored and corrected.
24. Performs other related duties.

MINIMUM QUALIFICATIONS:

- Â Bachelor's degree in Business or related field. Master's degree preferred.Â
- Must have at least 10 Â years of experience in a healthcare setting or related field.