

## **Assistant Director, Business Services (Access Manager Support)**

### **Summary:**

Oversees the activities of our access liaisons. Leads the effort to reengineer ease of access through workflow standardization and process improvement efforts, resulting in a hardwired, sustainable, and standard enterprise patient access experience. Collaborates with scheduling leadership, clinical and operational leadership, and providers to identify and proactively mitigate issues which create barriers to access to care and patient flow. 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.

### **Functional Responsibilities**

- Establishes goals and objectives for the Patient Access Managers. This may include defining the scope of specific departmental projects and analyzing requirements to execute those projects successfully.
- Develops strategic plans that meet departmental and organizational goals.
- Provides process improvement assistance when needed and evaluates and develops workflows where applicable.
- Guides Patient Access Managers in optimization efforts to hit key Access KPIs; Leverage data analytics to improve financial performance, clinical operations, and access to care.
- Collaborates with Capacity Management to ensure templates are aligned to maximize patient capacity and meet the needs of the patients and referring providers.
- Offers guidance on best practices and opportunities to build schedules for optimal capacity according to guidelines and standards.
- Ensures alignment with scheduling and clinic leadership; acts as a central resource to ensure standardized and up-to-date scheduling practices and protocols.
- Conducts periodic specialty-wide access reviews with operations managers and leaders to ensure templates, decision trees, appointment types, and online profiles match demand, minimize barriers and promote patient access.
- Ensures best practices translate into our new EMR
- Leads Patient Access Managers in strategic planning, program development, implementation of standards, projects, and initiatives core to Access performance management goals.
- Collaborates and builds strong working relationships with the section leaders.
- Represents Access in enterprise-wide forums and on committees as appropriate or as requested.

### **Skills/Abilities/Competencies Required:**

- Demonstrated experience in Access operations management, strategy development, communications strategy, staff management, and financial planning
- Mastery knowledge of organizational theory, systems approaches to problem-solving, and interrelationships of clinical, teaching, and research activities.
- Excellent ability to work with senior organizational leadership and with staff across complex multi-entity organizations.
- Strength in management of a team, including the development of team culture, as well as individual professional development
- Demonstrated exceptional skills in financial, written, and oral communication.

- Knowledge and experience in establishing and/or developing productive relationships with physicians, hospital administrators, other departmental leaders, and other healthcare industry leaders.
- Ability to generate and encourage creative ideas, innovative thinking, and imaginative solutions to issues or problems.
- Proven track record of maintaining the highest standards of performance, quality, credibility, and integrity.
- Ability to manage multiple, competing priorities within the context of a complex and large organization; ability to operate in a matrixed environment.
- Demonstrated ability to interact with all members of the organization in ways that enhance understanding, respect, collaboration, and problem-solving.