

Job Overview

Reporting to the Interim Vice President of Patient Access Services. In this role the Assistant Director will be responsible for Physician Practice integration and will ensure the integrity of Epic template, scheduling, and telephony change control. Assistant Director will thoroughly evaluate change requests following a controlled review process and track change requests from start to completion. Key to this position is to actively foster partnerships with providers and to support change requests. Assistant Director will collaborate with colleagues within Patient Access Services and across the VUMC system with a specific focus on improving new provider onboarding, providing recommendations for Epic build optimization, and to effectively drive improvement and sustainment. Responsible for a team of ~5-7 direct reports.

Key Competencies

- Works across various specialties and fosters a culture of candor, trust, and respect in order to cultivate strong working relationships and engagement with new providers
- Highly collaborative with a focus on teambuilding and change management
- Strong leadership, organization, and prioritization skills
- Excellent verbal, written, and professional communication skills with solid influencing skills
- Proficient problem solving and decision making skills with an ability to confront and resolve issues
- Highly skilled at planning and directing activities of others including defining success measures
- Solid ability to create an environment of strong morale and motivated professionals

Responsibilities

- Establish and articulate a philosophy of service and collaboration consistent with the educational, research, and patient care missions of VUMC.
- Provide guidance and oversight for all Change Management initiatives with a focus on accuracy, quality, and sustainment.
- Work in partnership with Access Operations on key strategic decisions.
- Attend meetings and provide regular reports on activities of Change Management division.
- Promote the sustainment of Change Management initiatives in alignment with the Patient Access strategic focus on Operational Flexibility, Relationship-Centered Approach, and Service Quality.
- Oversee the creation and implementation of standard expectations for the Change Management team including communication, best practices, and professionalism consistent with the VUMC CREDO.
- Partner with Health IT on Epic build enhancements and optimizations
- Routinely evaluate variability in Access processes for opportunities to converge into common practices.
- Recognize and reward desired performance, provide coaching and mentoring to continuously elevate the team.
- Support retention of team members through the use of techniques consistent with the VUMC Elevate framework.
- Regularly review administrative reports and implement changes that focus on customer satisfaction, patient experience, financial performance, high quality deliverables, and overall access process efficiency.

Eligibility Requirements

- Bachelor's degree with 3 years applicable experience with customer service, relationship management, project management, change management, clinic or access operations; Master's degree preferred
- Required time in field previous to employment: 3 Year(s)
- Must have at least 3 years of prior Epic experience
- Epic Cadence Certifications preferred; required within 1 year
- Prior experience with online scheduling implementation
- Advanced Excel and intermediate PowerPoint, SharePoint, and Word experience
- Intermediate project management planning and software experience