

Job Title: Dir Operations HTPN, Capacity Management

Job Code: 102561

Job Family: Operations

Manager Level: Director

Patient Care: Direct

Grade: D4

FLSA Status: Exempt

Job Group: Director and Above

The Director of Operations, Capacity Management, reports to the Vice President of Operations. Under indirect supervision, the Director, Capacity Management oversees the ambulatory capacity management operations related to provider scheduling efficiency and patient flow. This role proactively manages physician schedules, plans and implements access related process improvement initiatives for the enterprise, and manages access metrics and benchmarks.

- Creates and implements Capacity Management strategy for HTPN practices and providers.
- Develops training and communication of the capacity management principles and plan.
- Manages schedule optimization activities for all HTPN practices.
- Develops and publishes daily, weekly, monthly key indicator reporting to support and manage all patient access activities for HTPN.
- Works closely with HTPN Leadership and providers to identify and determine best practice policies for best in class patient access.
- Works collaboratively with HTPN Operations Leadership and Management to develop best practice procedures and workflow to ensure best in class patient access.
- Develops patient access planning and schedule optimization to support direct to employer contracting and patient care.
- Provides communications of all efforts related to Patient Access, Capacity Management and Schedule optimization to HTPN Leadership, HTPN Board and Committees, various Operations committees and BSWH System Access management.
- Works in partnership with BSWH Contact Center leaders and management to facilitate the best experience for patients through HTPN workflow and schedule management.
- Develops and maintains Epic Decision Tree logic focused on clinical and financial algorithms to consistently get the patient to the right provider at the right time at the right location.
- Maintains a clear understanding of Epic functionality and potential for improvements due to Epic enhancements and upgrades.
- Works closely with Information Systems to implement Epic functionality and validate build through active testing scenarios.
- Interviews, selects, trains, supervises, evaluates, counsels and recommends termination of assigned employees.
- Develops budget targets for HTPN practices. Negotiates vendor pricing.

Minimum Requirements:

- Education: Bachelor's Degree
- Experience: 5 to 8 years' experience required
- Preferred: