

## RUSH UNIVERSITY MEDICAL CENTER

### JOB DESCRIPTION

**TITLE:** Director, Access Center      **DEPARTMENT:** RUMG Call Center  
**COST CENTER:**  
**REPORTS TO:** AVP, Access Center      **JOB CLASS NUMBER:**  
**JOB GRADE:**  
**FLSA STATUS:**       Hourly     Salaried

#### **Summary:**

The Director of the Patient Access Center is responsible for leading and inspiring the access strategy with administrative and operations accountability across Rush University Medical Group (RUMG). The director supports the strategic, financial, and clinical priorities by providing systems, process and people-oriented methods to improve access to care. The Director is responsible for delivering results against a defined scope of work that includes measurable ROI, strategic innovation, performance reporting, and human capital development. This position leads the effort to reengineer ease of access through workflow standardization and process improvement efforts, resulting in a hardwired, sustainable, and standard patient access experience across the organization. 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 multidisciplinary teams involved in patient access and flow, and continuous enhancements to improve the patient, family and customer experience. Collaborates and builds strong business relationships with the various divisions, physicians and leaders across the Rush University System.

#### **Job Responsibilities:**

1. Under the direction of the Associate Vice President for Access, provides administrative direction and coordination in the formulation, interpretation and administration of current and long-range policies, procedures and programs.
2. Oversees the daily operation of the Access Center including organization, tracking/reporting on service levels and metrics, managing work assignments and identifying and resolving issues.
3. Establishes goals and objectives for the Access Center on the departmental scale that are consistent RUMG policies and federal, state and local regulations. This may include defining the scope of specific departmental projects and analyzing requirements to execute those projects successfully.
4. Defines and documents procedures, identifies process and workflow changes for continuous improvement and implements best practices for greater efficiency across all departments.
5. Has oversight of training and quality assurance team, workforce management team and access performance improvement teams.
6. Provides process improvement assistance when needed and evaluates and develops work flows where applicable.
7. Advises and oversees the onboarding of additional departments into the Access Center
8. In collaboration with the AVP, has strategic oversight on all space planning and growth initiatives.
9. Collaborates with departmental senior leadership and/ or Chairman to develop short term and long-range initiatives.
10. Leads monthly dashboard meetings for each department within the Access Center.
11. Reports out on Access Center performance to the AVP and COO in the form of an Executive Dashboard.
12. Delivers ad hoc presentations about the Access Center.
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 Access Center leadership team. Provides team feedback on a regular basis.
18. Provides oversight to management staff to ensure compliance with Access 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 RUMG Finance to assure the completion of the annual budget and financial monitoring.
23. Ensures budget variances are monitored and corrected.
24. May chair or participate in department committees such as technology implementations and initiatives.
25. Performs other related duties as assigned

### **Knowledge, Skills Abilities, Attributes**

Bachelor's Degree required, Master's Degree preferred

5-7 years demonstrated success/results in healthcare patient access, practice management or call center operations

Proven ability to operationalize strategies.

Broad knowledge of healthcare trends, challenges, and opportunities applicable to academic medical centers.

Ability to analyze, compare and evaluate various courses of action

Ability to build successful teams utilizing strong interpersonal skills

Leadership

Integrity

Problem Solving

Time Management

Change agent

Results driven

Self-motivated and self-directed

### **Disclaimer:**

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements.