



System Title:	Patient Access Manager
Salary Grade:	105
Department/School:	FPO
FLSA status:	Exempt
Hours per week:	35
Work Location Address:	Parker Plaza
This role reports to:	Director and Assistant Director of ColumbiaDoctors Access Center
Titles Reporting to this Positions	Patient Access Supervisors
Job Summary:	<p>The Patient Access Manager position is a key role in the ColumbiaDoctors Access Center representing our front door to patients seeking care.</p> <p>In this role, the individual is responsible for managing a team of Patient Access Supervisors, who in turn are managing the Patient Access Specialists. The manager provides them with real-time direction in their day-to-day activities and operations and includes managing, training, and development. The manager will guide the supervisors in their management of the Patient Access Specialists at the Contact Center and is responsible for the overall performance of the Specialists. As the Specialists have direct contact with consumers to deliver an exceptional patient experience through excellent customer service, empathy, and patience, the role of the Patient Access Manager is integral in ensuring the success of these Specialists through managing their Supervisors.</p> <p>The ideal candidate will have strong communication skills with emphasis on diplomacy as well as the ability to handle numerous projects simultaneously. In addition, the candidate should be committed to achieving superior results with integrity, sustaining a positive work environment, and embracing working side-by-side with others in a diverse and inclusive culture.</p>
Revision Date:	8/18/21

Summary of Responsibilities

Access Center Operations

- Supervises, plans, and manages the Patient Access Supervisors in their assigned Scheduling Pods
- Manages the team's workload, resources, and compliance with all required service levels
- Uses strong organizational skills to handle numerous projects simultaneously. Demonstrates ability to think analytically and synthesize complex information
- Demonstrates initiative and self-direction; can apply knowledge and make sound judgments to effectively resolve issues or concerns
- Monitors and communicates performance standards to Patient Access Supervisors and ensures clear lines of communication to Patient Access Specialists

- Reviews QA feedback on team with respective team members and if needed develops and carries out a plan for remediation
- Reviews and provides feedback for knowledge management content and informs team of updates as they occur (i.e. FAQs, job aides, desktop procedures)
- Recruits, develops, evaluates, and hires effective supervisors and specialists for the contact center
- Works in partnership with central Training and QA teams to identify and execute plans for continued long-term improvement
- Conducts regular team meetings to communicate issues or changes in policies or procedures and maintain accessibility for on-on-one communication with team members
- Ensures Patient Access Supervisors are aware of and adhere to policies, procedures, and processes
- Consistently drives to deliver exceptional customer service experiences to our customers
- Manages processes to ensure customer inquiries are resolved or escalated appropriately in a timely manner
- Escalates complex issues, cases, or process improvement opportunities to the Contact Center's leadership for resolution. Executes approved remedy as required
- Supports and participates in a collaborative team-oriented environment. Participates in team discussions about complex patient scheduling needs. Communicates with management team and care providers to resolve scheduling issues
- Follows up as appropriate regarding reported complaints, problems, and concerns
- Meets productivity requirements to ensure excellent customer service is provided to patients
- Maintains stable performance under pressure and handles stress in ways that maintain relationships with patients and co-workers
- Ensures team members always maintain patient privacy and confidentiality according to HIPAA requirements, and successfully complete all required trainings
- Keeps current on all organizational and practice policies and standard operating procedures
- Performs all duties inherent to managerial role.
- Performs other job-related duties as assigned and can act as a Patient Access Supervisor or Patient Access Specialist if need be
- Promotes transparent communication among Contact Center leadership team
- Performs other duties and responsibilities as assigned

Strategy

- Monitors key performance indicators and helps the Director develop and implement performance improvement initiatives. Continuously seeks and implements operational improvements.
- Works with Director to develop and implement change management strategies that support overall organizational goals and process improvement initiatives. Maximize employee adoption and measure effectiveness. Ensure communication of changes is cascaded throughout unit and feedback channels are in place. Ensures staff support system is in place. Works with Supervisor to address any escalated concerns and identified risks.
- Implements approved communication strategies. Ensures relevant communication are cascaded to the various interest and stakeholder groups as needed.
- Leads and/or participates in projects and performance improvement activities.
- Ensures strategic alignment of unit goals to overall Access Center organization, mission, and vision.
- Supports all customer satisfaction initiatives, displaying a positive attitude in interactions with staff, patients and family members.

People

- In collaboration with the Director, and in consultation with central HR and Service Corp, develops and implements talent management strategies to support a high performance team. Ensures that talent management strategies are aligned with organizational performance goals and that support systems are in place for staff. Leads and guides supervisor team to execute approved strategies, monitor effectiveness and mitigate barriers as needed.

- Manage, train, develop, coach, monitor and empower team members to provide customers with a superior service experience, and to inspire the feeling of high energy, excitement, satisfaction, with a sense of pride and belonging in their workplace. This also includes the ability to support the transfer of skills and knowledge obtained in training into practice and production thereby meeting and exceeding key performance objectives.
- Promotes staff professionalism and performance with coaching, training and feedback. Mentors others in individual and team accountability, modeling behavior and demonstrating best practices/techniques.

Compliance

- Assures KPIs and service metrics are monitored and met.
- Conducts assessment when metrics are not met and implements action plan to address.
- Tracks and reports issues
- Compliance with all federal, state, and city regulations and laws.

Financial

- Manages to budget, projects and forecasts future needs
- Review costs and chargeback models to identify cost efficiencies for the organization and clinical departments.

Minimum Qualifications required

- Requires bachelor’s degree or equivalent in education and experience
- 4 years of related experience including 2 years’ experience in a management role
- Solid computer knowledge and skills, including the ability to navigate complex systems and create reports when needed, is required
- Demonstrated initiative and self-direction is required; can apply knowledge and make sound judgments to effectively resolve issues or concerns
- Strong organizational skills is required. Demonstrates ability to think analytically and synthesize complex information
- Basic project management skills including executing technical and operational project activities with cross-functional teams.
- Demonstrated strong proficiency and/or understanding of data sets; extract, evaluate, clean, and summarize; conduct qualitative and quantitative data analysis and validation as applicable to areas of responsibility.
- Ability to communicate effectively in both oral and written form. This position requires the ability to interact positively, constructively and effectively with professional staff, providers and organizational stakeholders.
- Must be able to create and deliver presentations for organizational stakeholders.
- Ability to lead and mentor team through new and changing situations. Demonstrate a professional and compassionate manner while conveying a positive image of the Access Center.

Preferred Qualifications

- Master’s in healthcare management or related field
- Experience in customer service
- Experience managing a team or teams in a fast paced call center environment, and/or medical practice environment. Healthcare or related experience
- Previous experience using Salesforce or other customer relationship management software is preferred

For internal purposes only:

Competencies

Proficiency Level

Accountability & Self-Management	Level 3 - Intermediate
Adaptability to Change & Learning Agility	Level 3 - Intermediate
Communication	Level 3 - Intermediate
Customer Service & Patient Centered	Level 3 - Intermediate
Emotional Intelligence	Level 3 - Intermediate
Problem Solving & Decision Making	Level 3 - Intermediate
Productivity & Time Management	Level 3 - Intermediate
Teamwork & Collaboration	Level 3 - Intermediate
Quality, Patient & Workplace Safety	Level 3 - Intermediate
Leadership Competencies	
Business Acumen & Vision Driver	Level 1 - Introductory
Performance Management	Level 2 - Basic
Innovation & Organizational Development	Level 1 - Introductory