

JOB TITLE: Patient Access Manager	DEPARTMENT: Patient Access	POSITION OF MANAGER: Director of Revenue Cycle
FLSA STATUS: Exempt	ANTICIPATED HOURS PER WEEK: 40	EFFECTIVE DATE:

**Position Summary:** The Patient Access Manager's primary responsibility is to direct, supervise, and coordinate the daily activities for Patient Access (Front Registration and Emergency Department). The manager is to ensure timely and quality services in accordance with contractual agreements, federal regulations, hospital policies and procedures while upholding professional standards, high levels of customer service and open communication.

**Qualifications:** *At all times, the employee shall possess the following qualifications set forth below.*

<b>Education/Training:</b>	Associates degree or advanced college level courses required or equivalent experience. Courses in computer and medical terminology preferred.
<b>Experience:</b>	Five (5) or more years of managery experience preferably in a hospital or other medical setting. Experience with third party payor approval and collection requirements and familiar with established clinical review criteria.
<b>Special Skills, Licenses or Certifications:</b>	Basic computer knowledge with advanced Microsoft knowledge. Cerner or other EMR system experience preferred Lifesaver/CPR
<b>Language Skills:</b>	Demonstrates ability to read, write, and clearly express one's self in English 100% of the time Additional languages preferred Demonstrates ability to listen Demonstrates ability to clearly conveys thoughts in speech and written word
<b>Physical/Mental/Special Demands:</b>	<ul style="list-style-type: none"> <li>• Lifting a minimum of 25 pounds.</li> <li>• Adequate hearing is required to hear/talk with other employees, patients and public in person and on the telephone.</li> <li>• Adequate sight is required to perform essential functions of the job. Work requires the use of computers with exposure to monitors, key boards, and mouse with repetitive motions for extended periods of time.</li> <li>• Ability to initiate CPR 100% of the time.</li> <li>• Must have fine motor skills 100% of the time.</li> <li>• Ability to work and multi-task at a rapid pace with numerous interruptions 100% of the time.</li> <li>• Good mental health.</li> <li>• Demonstrate tact and versatility.</li> <li>• Must be dependable.</li> <li>• High degree of self-motivation and directional initiative.</li> <li>• Ability to function successfully independently.</li> <li>• Ability to cope and remain calm in escalating situations.</li> <li>• Must consistently demonstrate compliance with organizational-wide competency statements and performance criteria based on established quality indicators.</li> </ul>

	<ul style="list-style-type: none"> <li>In addition, the physical demands anticipates standing, bending, walking and long periods of sitting.</li> </ul>
<b>Work Environment:</b>	Work is performed in an office setting with exposure to work stress, environmental stress, and frequent interruptions; noise level is moderate; work may involve exposure to blood, bodily fluids and communicable diseases; frequent communications, on a daily basis, with the general public, co-workers, vendors and patients.
<b>Cross-Training of Position:</b>	PSMC cross-trains job positions. This job description must cross-train to be able to effectively perform the job position of: Lead Registration, Lead Scheduler, and ED Lead Registration.

**Standard Job Requirements:** *At all times, employee shall satisfy the following requirements:*

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1. Exemplifies and supports PSMC's values. (WISER)
2. Accomplishes annual goals.
3. Complies with ***all*** PSMC policies including, without limitation, timely attendance, code for dress and decorum, no conflicts of interest, no harassment, fragrance free, etc.
4. Complies with all PSMC and department procedures, rules and directives.
5. Establishes and maintains effective working relationships with others (e.g., co-workers, supervisors, patients, visitors, vendors of PSMC and the general public).
6. Is courteous, respectful, honest, and solution-oriented in dealing with others.
7. Is transparent, truthful, and fair in all employee relationships.
8. Communicates accurately, clearly, and effectively both orally and in writing.
9. Possesses excellent organizational skills and the ability to multi-task.
10. Works independently and perform the job with minimal supervision.
11. Works effectively on PSMC/department team matters and recognize situations which require teamwork.
12. Maintains strict confidentiality of all patient matters and recognize situations where confidentiality should be maintained even if not legally required.
13. Respects the importance of compliance and quality programs and supports the same.
14. Possesses computer knowledge/skills and the ability to learn and adapt to new programs and software.
15. Participates in employee training, Disaster Preparedness and emergency events.
16. Performs other job duties, as assigned by a supervisor.

**Essential Duties, Functions and Responsibilities:** *At all times, employee shall be able to perform the following essential functions of the job, with or without an accommodation, as set forth below.*

**Leadership Qualities and Characteristics:**

1. Consistently demonstrates commitment to safe, quality patient care and friendly service to the patients and community.
2. Fosters a participatory organization climate that is open, positive, reinforcing and supportive to employees.
3. Promotes a culture of high performance and continuous improvement that values learning, commitment to quality and collaboration.

4. Serves as an advocate and chief spokesperson for the department, utilizing honest, transparent and consistent communication.
5. Works effectively and collaborates with others to achieve shared goals with others in a tactful and respectful manner.
6. Demonstrates leadership, integrity and courage by making and supporting decisions that support the organization's mission and goals.

**Accountability:**

1. Establishes standards and clear expectations in all areas – job performance, training, continuing education, certifications, conduct and adherence to department and organizational values.
2. Holds self and staff accountable in a consistent and respectful manner.
3. Promotes effective actions for positive employee behavioral change and demonstrates decisiveness and fairness when determining discipline.
4. Completes multiple projects while keeping focus on constant improvement to current programs.

**Interpersonal Skills:**

1. Empowers employees to achieve their highest success through fostering a team environment where respect and appreciation are promoted and valued.
2. Effectively communicates with a high level of trustworthiness, diplomacy, courtesy and tact at all times.
3. Treats people with respect and individuality and is fair and equitable in all interactions.
4. Exhibits excellent problem-solving and conflict management skills using sound and fair judgement in a calm and professional manner.
5. Demonstrates adaptability and flexibility in relationships, situational issues and when new information becomes available.
6. Is able to work productively in a high-pressure, unpredictable and stressful work environment, bringing a positive attitude and problem-solving approach.
7. Demonstrates ability to effectively manage projects and prepares plans, spreadsheets and reports on the same.
8. Demonstrates excellent ability to self-manage, organize, prioritize work and meet deadlines.

**Vision:**

1. Clearly articulates and demonstrates the departments / organization's vision, mission and goals in everyday actions.
2. Ensures strategic goals are clearly aligned with the mission and values of the organization.
3. Promotes and leads organizational change in a positive and productive manner.
4. Applies innovative and creative thinking to constantly improve the organization, welcomes and implements new and cutting-edge programs and processes.
5. Actively seeks out inventive ways to implement cutting-edge programs to better meet the primary care health needs of the community.

**Human Resource Management:**

1. Responsible for maintaining a culture that exhibits professionalism, positivity, and efficiency where all members of the department have equal opportunity to succeed.
2. Provides opportunities for staff development and cross-training as needed.
3. Oversight of individual employee evaluations and performance improvement plans based on field performance

and management observations.

4. Shares organizational priorities with all staff members.
5. Conducts timely and informative meetings with department staff emphasizing open and truthful communication.
6. Responsible for oversight of recruiting, interviewing and fair selection for new staff and works hand-in-hand with HR to ensure positions are filled quickly with quality candidates.
7. Ensures that problems identified are addressed per policy and in a timely manner.
8. Is responsible to assure that all department staff have accurate and current job descriptions.
9. Schedules staffing for effective and efficient delivery of services.
10. Demonstrates commitment and sensitivity to diversity, cultural, gender, and sexual preference, religious and other individual differences and adapts behavior and communication to accommodate these differences.
11. Ensures all department personnel:
  - a. complete required orientation programs;
  - b. receive specific department training by the department manager or his/her designee;
  - c. are assessed periodically for training/education needs;
  - d. participate in department meetings or other meetings to understand current goals of PSMC, inter-departmental matters, policies and procedures, etc.;
  - e. participate in educational trainings/programs and staff meetings.

#### **Strategic Planning & Development:**

1. Establishes annual strategic and operational goals and objectives in conjunction with departmental managers assuring consistency with PSMC's mission and strategic plan.
2. Develops short-term and long-term plans in conjunction with employees that inspire motivation and cooperation.
3. Identifies potential opportunities for clinical and educational service expansion to provide better full spectrum care for the community.

#### **Fiscal Management:**

1. Develops and demonstrates an understanding of budgetary principles and is accountable for the fiscal management of all department operations.
2. Prepares and proposes (for approval) department budgets balancing the broad needs of the organization, the needs to operate an effective department, and budget limitations.
3. Prepares and proposes (for approval) a department capital replacement plan.
4. Implements and monitors the approved department budgets.
5. Plans and forecasts trends impacting department budgets including, without limitation, capital and technology needs.
6. Communicates budget to department personnel and supporting service departments.
7. Monitors budget variances; Initiates corrective action for budget variances.
8. Utilizes the general ledger (Multiview) effectively.
9. Participation in grant processes as required.

#### **Standards and Compliance:**

1. Ensures department compliance with all applicable federal, state and local regulations including, but not limited to, Appendix W.
2. Monitors compliance with policies and procedures and initiates corrective measures in a timely manner, as required.
3. Possesses the knowledge and ensures adherence to industry and regulatory practices to ensure environmental protection and worker safety.

4. Assures effective guidelines, protocols, and department policies are developed, interpreted for personnel, enforced and timely updated in the policy manager system . Maintains the department in a state of readiness for unannounced licensing surveys.
5. Regularly holds department meetings and maintains an organized record of agenda and minutes for such department meetings.
6. Maintains confidentiality of all material that he/she comes in contact with in performing his/her duties and follows all HIPPA regulations.
7. Report, investigate and respond to all variance reports in the variance software program.

**Meeting/Committee Participation in person/zoom or if permitted and appropriate by delegation:**

1. CEO's daily management huddle
2. CNO's daily hospital huddle
3. Manager/Director meetings
4. Others as assigned

**Department Specific Obligations**

1. Reviews quality and quantity activity using available reporting tools and initiates appropriate employee counseling and re-training when necessary.
2. Provides ongoing technical training.
3. Manages and maintains a training schedule and solicits evaluations and feedback and makes appropriate adjustments based on the feedback.
4. Maintain current knowledge of hospital, state, and federal regulations and contractual agreements governing the fiscal aspects of the organization. Coordinates special projects and assists in program development as indicated and/or directed by the Director of Revenue Cycle.
5. Develops, evaluates, and monitors processes to increase and maintain the rate of patients registered and to monitor quality and that time of service collections are completed correctly and timely by the time of registration and services rendered.
6. Improves methods for monitoring and reporting registration quality.
7. Coordinates processes with Patient Accounts and analyzes errors to determine the need for additional edits/checks.
8. Organizes data well, meets deadlines, shows an ability to analyze data and ensure integrity and comparability.
9. Reviews and approves/denies all employee PTO requests and maintains adequate staffing levels in all areas.
10. Responsible for payroll processing and ensures integrity of payroll records.
11. Responsible for employee performance evaluations.
12. Can perform all the standard job requirements.
13. Meets the qualifications as set forth herein.

**Approved by:**

(Manager – Signature)	(Title)	(Date)
	<b>Human Resources Manager</b>	
(Human Resources– Signature)	(Title)	(Date)

**Receipt and Acknowledgment:**

I acknowledge and understand that:

- This job description, and receipt and acknowledgment of this job description, does not imply or create a promise of employment or employment contract of any kind. I understand and acknowledge that my employment with Pagosa Springs Medical Center is “at will” and may be terminated by me or the employer at any time with or without cause.
- The job description provides a general summary and requirements of the position in which I am employed. At this time, I know of no limitations which would prevent me from performing these functions with or without accommodation. I further understand that it is my responsibility to inform my manager if, at any time, I am no longer qualified for my position and/or unable to perform the job requirements or essential functions of my job.
- Positions, job descriptions, duties, tasks, work hours, work requirements and qualifications may be changed at any time at the discretion of Pagosa Springs Medical Center.
- Acceptable job performance requires: (a) proper compliance with and completion of all aspects of the job description; and (b) compliance with PSMC policies, procedures, rules and directives.
- I have read PSMC values (WISER) and understand them.
- I have read and understand this job description.

(Print Employee Name)	(Employee Signature)	(Date)