



## Job Posting

**Title:** Director of Patient Access

**Base Salary Range:** \$110,000-\$140,000 plus benefits

**FTE:** Full-Time - Exempt

**Our Mission:** The Mission of South Central Family Health Center is to improve the quality of life for the diverse Community of inner city Los Angeles by providing affordable and comprehensive health care and education in a welcoming and multi-cultural environment. To lead the way in health care in South Los Angeles, as the premier provider and employer of choice offering comprehensive, high quality, affordable, efficient and culturally responsive services.

**General Summary:** We are seeking a dynamic and experienced Director of Patient Access who will play a critical role in managing various initiatives and strategies related to healthcare access, eligibility & enrollment, and patient engagement. The Director of Patient Access will be responsible for overseeing specific operations departments and implementing innovative and forward-thinking programs that ensure SCFHC patients continuously have access to high-quality healthcare. The director of Patient Access will play a pivotal role in overseeing and coordinating care management activities, ensuring the delivery of effective and efficient healthcare services to our patients. This role requires a combination of clinical expertise, patient advocacy, and a passion for improving patient outcomes. The Director will develop and implement strategic initiatives, maintain compliance with federal and state regulations, and promote a culture of continuous improvement in patient care. Additionally, the Director will be responsible for overseeing the Managed Care, Community Outreach Departments and ensuring their professional development.

- Health Promotion Material Development: Source, create, and disseminate health promotion materials for Outreach Workers to distribute to program members. Collaborate with internal and external stakeholders to ensure materials align with evidence-based practices and cultural competence.
- Manage and oversee the daily operations of the Enhanced Care Management Department, and Community Outreach Department including staffing, scheduling, and coordination of patient care services.
- Build and maintain strong relationships with external stakeholders, including health plans, community-based organizations), and other funders.
- Well-versed in developing and sustaining effective relationships with senior management & identifying opportunities to improve current company workflow.
- Establishes, implements and evaluates ongoing performance improvement programs, utilizing an interdisciplinary approach; Escalates to senior leadership any unfavorable trends or disciplinary actions; Provides managerial follow-up related to performance, up to and including disciplinary actions
- Inspire, train, and lead staff in providing patients with an exceptional consumer experience, focusing on patient engagement, retention, and growth review, revise and develop policies and procedures as they relate to departmental operations, health coverage (eligibility & enrollment) & patient access
- Develop and implement strategies to drive membership growth, retention, and reduce avoidable month-to-month lapses in health coverage In partnership with SCFHC leadership, lead the management and optimization of various workflows and technological platforms, including patient enrollment & eligibility, NextGen, the Patient Portal (patient access to their health information) Develop reporting mechanisms and key performance in Partner with external vendors to optimize patient visits and recruit new patient.
- Required to participate in strategic planning to outreach and In-reach to recruit potential patients.
- Participate in all community outreach and tabling events.
- Assist with necessary communication between SCFHC departments and teammates to work through patient satisfaction and increase services visibility.



## Job Posting

### Education and Experience Knowledge:

- BA Degree in Health education or related field required.
- Certification within the Healthcare Financial Management Association (HFMA) and/or the National Association of Healthcare Access Management (NAHAM) preferred.
- Through knowledge of wellness, health care, and patient education concepts required.
- General knowledge of health care systems is required.
- Knowledge and understanding of LA County Health system preferred.
- Must have a minimum 3 – 5 years prior experience in developing and managing programs.
- Minimum 3 – 5 years of previous supervisory experience required.

### Skills and Abilities

- Bilingual and Bi-literate Spanish/English required.
- Displays excellent oral, written and customer service skills.
- Excellent interpersonal, organizational, and project management skills
- Computer skills in Microsoft, Excel and the Internet.
- Must be able to communicate effectively, in English, both verbally and written.
- Demonstrate ability to act as liaison between SCFHC staff, and patients.

**Top benefits or perks:** As a team member at South Central Family Health Center, you'll enjoy competitive wages and generous benefits:

- Benefits: Health Care, Dental, Life Insurance
- 403 (b) Retirement Plan
- Education Reimbursement Career development: Entry-level employees have opportunities to work in management, HR or other areas of the company.

### Contact/application information:

To apply please visit South Central Family Health Center's website at:

<https://recruiting.paylocity.com/recruiting/jobs/All/325da02f-904e-426b-ab73-f734fa9906c9/South-Central-Family-Health-Cent>