

Director of Patient Access

SUMMARY:

The Director of Patient Access (DPA) manages the multiple facets of patient access services. The DPA provides leadership and guidance in the management of the Patient Access Center (PAC), Referrals Department, Medical Records, Health Advocate program, Empanelment, and Community Health Worker/Promotora program, to ensure quality healthcare services are provided in a timely manner. DPA maintains a competent, professional, customer-friendly, well-trained staff and ensures a high-level accuracy and completeness related to all functions within the departments. DPA leads the planning, implementation, and operation of the departments in order to meet the needs of the organization. This includes establishing, meeting, and continuously monitoring the goals and objectives while maintaining alignment with the strategic goals and objectives for GCH.

ESSENTIAL JOB DUTIES AND RESPONSIBILITIES:

1. Supports and implements the organization's vision, mission, and values.
2. Determines priorities and methods of completing daily workload to ensure that all responsibilities are carried out in a timely manner.
3. Performs all job functions in a professional and courteous manner. This includes answering all phone calls and emails timely and providing excellent customer service to internal and external customers.
4. Supervises personnel to include screening, interviewing, hiring, disciplining, and terminating. Guides, directs, disciplines, coaches, and motivates staff regarding work performance, problem-solving, and decision-making to ensure staff meets work standards. Conducts all aspects of supervision in a professional, consistent, and objective manner.
5. Completes probationary and annual performance reviews on or before the due date(s).
6. Performs job duties independently and exercises good judgment.
7. Fosters and promotes a culture of service excellence and accountability.
8. Develops/Implements/Maintains departmental policies as presented and approved by the Board of Directors, responsible for the development/implementation of accompanying procedures and that these procedures are kept current.
9. Implements process improvement initiatives.
10. Establishes productivity standards for staff and ensures that these standards are met.
11. Monitors and reports on the monthly performance of the departments and provides regular statistical data concerning patient access.
12. Design and implement process improvement projects for the reporting departments, including providing adequate training resources for staff.
13. Departmental and individual problems are reviewed formally in a timely manner from the date of occurrence and action plans are developed to correct the problem or conflict.

14. Holds both group and individual staff meetings on a scheduled basis.
15. Represents GCH at outside events, including participation in health center associations.
16. Stays up to date with the latest local, state, and federal regulatory requirements and industry trends.
17. Uses discretion and judgment in handling sensitive or confidential information. Answers all employee and client inquiries in a timely and courteous manner. Listens and responds to employee disputes. Understands which decisions can be made alone and which need to involve others.
18. Complies with organizational policies and procedures.
19. Perform all other duties as assigned.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the **knowledge, skill, and ability** required. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

EDUCATION/EXPERIENCE:

- Five years of direct management and healthcare experience
- Management experience in a multi-site environment
- Familiarity with Federally Qualified Health Centers
- Bachelor's Degree in healthcare administration or related field or equivalent experience (*preferred*)
- Strong verbal and written communication skills.
- Bilingual English and Spanish *preferred*.
- Good understanding of healthcare policy and regulations, as well as current trends and best practices in community health access.
- Ability to communicate with a variety of audiences such as government program monitors, community agencies' staff members, and members of the target community.
- Excellent networking skills for the purpose of arranging and coordinating presentations.

JOB KNOWLEDGE AND SKILLS:

1. Demonstrates ability and flexibility to work in other areas of the organization as needed.
2. Adheres to company policies and procedures in the performance of work duties.
3. Demonstrates required knowledge, skills, and education for job functions.
4. Establishes and maintains a good rapport and appropriate intra-departmental relationships with all staff.
5. Acts in a self-directed mature, disciplined, and tactful approach to fulfilling job duties.
6. Guides, directs, and coaches staff members regarding work performance, problem-solving and decision-making.
7. Demonstrates highly professional verbal and written communication skills that clearly convey organizational priorities and inspires confidence from staff and others.
8. Promotes an environment conducive to discussing problems openly.

9. Leads by example.

LANGUAGE SKILLS:

Ability to read and interpret documents, such as policies and procedures, benefits information, board minutes, routine mail, simple contracts, and instruction manuals. Ability to compose routine reports and correspondence. Ability to speak effectively with employees, visitors, and management.

MATHEMATICAL SKILLS:

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, and apply concepts of basic algebra and geometry.

REASONING ABILITY:

Ability to exercise common sense in carrying out instructions furnished in written, oral, or diagram form and in other daily situations that arise. Ability to deal with problems involving several concrete variables in standardized situations. Ability to make decisions and execute them in a timely manner in order to produce a positive outcome.