United States Jobs Expertini®

Patient Access Service Manager

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Company: UCSF Health

Location: United States

Category: other-general

Under the guidance of the Patient Access Assistant Director (MGR 2), the Parnassus Emergency Department Patient Access Services Manager is responsible for managing the operational and technical functions of the admitting workers located at the Parnassus Emergency Department. The Emergency Department is a 24/7 operation area that is staffed by both Sr. Admitting and Principal Admitting Workers. This position shares the first-line responsibility for the 24/7 operations. Must frequently respond and manage unscheduled absences in a unit that requires that staffing seats are filled for all shifts. All shifts day, evening, and graveyard have to be supported equally by one culture, one set of values, and more importantly one operating standard. Responsibilities include staff education and development, direct support of operations and procedures that ensure critical patient access, smooth patient flow, and timely financial clearance. Responsible for effective oversight of admitting and unit desk functions in support of efficient patient flow and securing appropriate financial information and transition to inpatient financial counselors. Required QualificationsBachelor's degree in a related area or Four years of equivalent experience/training. Five years of healthcare experience in scheduling, registration, insurance verification, surgical and inpatient authorizations, patient transfer, financial counseling, and information technology systems used to drive workflow and reporting for areas of responsibilityStrong managerial skills in planning and delegating work, deploying staff, building staff competencies, and resource management. Strong ability to quickly evaluate complex problems, identify multiple potential solutions, and effectively implement action plans to bring about successful resolutions. Strong written, verbal, and interpersonal

communication skills to effectively interact with staff and coworkers both within and across functional areas. Ability to convey complex information, instructions, and guidelines in a clear manner, and to influence and persuade all levels of staff. Proven ability to create a departmental culture with a strong commitment to high-quality customer service and patient satisfaction. Proven ability to work effectively with senior management on operational and performance issues in developing goals, policies, plans, strategies, quality improvement programs, technological upgrades, and systems for monitoring and maintaining accuracy, quality, productivity, and compliance within the department.

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