



**Director of Access Performance and Strategy, Cancer Service Line
Emory Healthcare**

Job Description: The Director of Access Performance and Strategy is a key leadership role focused on enhancing patient and employee access within the cancer service line. This position is responsible for leading initiatives to streamline access processes, optimize workflows, and ensure a standardized and positive patient and employee access experience across the enterprise.

Key Responsibilities:

- **Capacity Management Vision Development & Implementation:** Work collaboratively with service line Leadership, OU Leadership, and Capacity Management leadership to develop and the implement market leading access for patients, including access approaches, success metrics, implementation strategies, and execution of agreed upon strategies
- **Capacity Management Alignment:** Collaborate with Sr. Manager for oncology access and service line leadership to align scheduling templates with patient demand, optimize appointment types, and ensure maximum patient capacity
- **Workflow Standardization and Process Improvement:** Lead efforts to reengineer access workflows, standardize processes, and implement improvements aimed at enhancing the ease of patient and employee access to care, including expansion of existing patient self-scheduling where appropriate.
- **Collaboration and Stakeholder Engagement:** Collaborate with scheduling leadership, clinical and operational leaders, as well as providers to identify barriers to access and patient flow. Proactively mitigate issues and foster multidisciplinary collaboration to drive continuous improvement. Initiate and manage physician and hospital leader inquiries regarding access opportunities. Attend meetings with service line & Access leadership which may impact access.
- **System Enhancements and Change Management:** Work closely with a diverse group involved in patient flow management to influence change and drive continuous system enhancements. Lead transformative change initiatives while minimizing disruptions to patient care.
- **Data Analysis and Performance Monitoring:** Utilize complex data sets to analyze access, financial, satisfaction, and quality metrics. Develop insights to inform strategic planning and decision-making, ensuring a holistic view of healthcare delivery
- **Success Metric Development:** Development & Provision of key success metrics for service line access on a periodic basis to reflect success/failure re: accessibility of services to patients

- **Project Leadership and Management:** Plan, lead, and oversee projects aimed at improving access performance. Demonstrate strong attention to detail, effective communication, large data set analysis skills, project management, and organizational skills throughout project implementation.
- **Strategic Planning and Future Opportunities:** Think strategically and develop both short and long-term plans to address access challenges and capitalize on future opportunities. Stay abreast of industry trends and best practices in access management.
- **Communication and Culture Building:** Tailor communication approaches to different stakeholders and foster a culture of continuous improvement. Promote transparency, accountability, and collaboration across the organization.
- **Call Center Operations Oversight:** Lead the optimization of call center operations, including developing streamlined escalation protocols, simplifying decision trees, approving training materials, assisting with onboarding, and driving continuous improvement efforts to enhance patient and employee access and satisfaction.

Minimum Qualifications:

- Bachelor's degree in healthcare administration, business management, or a related field.
- Minimum of 7 years of experience in healthcare administration, with experience in patient access, process improvement, and/or project management.
- 3 – 5 years of oncology experience

Preferred Qualifications:

- Demonstrated understanding of clinical terminology and proficiency in healthcare software systems, preferably Epic.
- Proven track record of leading transformative change initiatives and driving process improvements with minimal disruptions to patient care.
- Strong analytical skills with the ability to analyze complex data sets and derive actionable insights.
- Commitment to fostering a culture of continuous improvement and excellence in patient care delivery.

Application Link: <https://patientaccess.wufoo.com/forms/current-senior-level-access-opportunities/>