

1. GENERAL POSITION INFORMATION:	
CLASSIFICATION/JOB TITLE Manager, Connected Care	CLASSIFICATION/JOB #
WORKING TITLE (IF OTHER THAN CLASS TITLE) Manager, Centralized Access Services	EMPLOYEE GROUP Unclassified Administrative
POSITION NUMBER	FTE 1.0
EMPLOYEE NAME	DEPARTMENT NAME/ORG NUMBER Connected Care Center
MISSION GROUP Healthcare	SUPERVISOR & TITLE Michelle Greenberg Director, Centralized Access Services
MANAGER/DIRECTOR & TITLE Kristi Lee AVP of Ambulatory Access and the Connected Care Center (C3)	
2. POSITION SUMMARY: <i>Provide descriptive statements which outline the purpose of the position.</i>	
<p>The Manager of the Connected Care Center (C3), Ambulatory Access Services (AAS), and Incoming Referrals Center (IRC) teams will be responsible for the day-to-day operations and staff supervision for all non-clinical C3, AAS, and IRC functions.</p> <p>The Operations Manager will be a key leader serving as an integral member of the C3 and Access leadership teams to oversee our access optimization efforts. OHSU defines access optimization as call center capabilities and capacity management tools and processes. This role is responsible for the day-to-day oversight of all call center and access optimization activities. This leader will partner with other operational colleagues to deliver on patient access and capacity management goals. Interprets policies and procedures, recommends changes as appropriate, and provides relevant feedback to access management leaders.</p> <p>This individual will work in a leadership team responsible for setting goals, priorities, and performance standards for centralized scheduling and registration functions including referral workflows, inbasket messages, call routing, and insurance verification. They oversee initiatives and guidelines related to patient experience, training for call center staff, call volumes, abandonment rates, call resolution, referral management, registration accuracy, and scheduling variances. This individual will also participate in template management functions to ensure appropriate provider and resource template maintenance.</p> <p>The manager will maintain organizational and administrative policies and procedures and will be knowledgeable of the policies and procedures outlined in the service level agreements for the non-clinical services supported by C3 and AAS. This position will have a direct reporting relationship to the Director of Centralized Access Services.</p>	

3. KEY RESPONSIBILITIES: *Essential functions indicate those key responsibilities that meet one or more of the following descriptors: (1) the position exists to perform the function, (2) the number of employees available to perform the function is limited, (3) the function is so highly specialized that the person is hired for his/her expertise or ability to perform the function. The percentage of duties must equal 100%*

<u>Key Responsibilities & Performance Standards</u>	% Of duties	Essential Function (Yes/No)
<p><u>Connected Care Center & AAS Operations</u></p> <ul style="list-style-type: none"> • Oversee Connected Care Center (C3) operations for centralized call handling, referral management, scheduling, patient registration, financial clearance, and will assist the Director with aspects of template management. • Assists the Director with determining operational strategies for template design and capacity planning. • Responsible for continuous improvement to processes, developing and documenting efficient workflow plans. • Ensure that all patient and provider complaints are resolved in real-time with favorable solutions. The Operations Manager must have excellent people management skills, the ability to report on productivity, and an analytical mindset to monitor performance indicators. • Coaches and develops staff to improve quality, performance, and productivity. Articulates work and performance expectations. Adheres to OHSU policy regarding coaching, counseling, and progressive disciplinary actions. • Uses creative and innovative methods to motivate staff and to create a succession planning. • Collaborates with others in the development of schedules to optimize clinical time and patient experience. • Develops targets and tracks staff daily performance and productivity. Creates stretch goals to improve service levels and optimize productivity. • Monitors and maintains work volume statistics. • Develops a process for escalated issues. Answers questions and recommends corrective services to address complaints. • Aligns with organizational access objectives in support of multi-channels of scheduling. • Accomplishes organizational goals by accepting ownership for new and different requests with complete understanding and clarity to execute against plans. Supervise and ensure quality customer service to both external customers (patients, patient families, referring providers, insurance carriers, etc.) and internal customers (OHSU healthcare providers and staff). This includes regular call monitoring and documentation review. • Assists other leaders with template management to ensure appropriate maintenance of provider and resource templates and ensures alignment with enterprise-level template standards. • Requests system enhancements as needed to facilitate accurate scheduling and registration. • Assist with the review, design, and testing of technology system features and upgrades. • Serve as an escalation point for non-clinical service issues and questions and support teams in mitigating escalations. • Ensure awareness, understanding, and compliance with all applicable federal, state, and agency laws and regulations. 	50%	Yes

<p><u>oPersonnel Management</u></p> <ul style="list-style-type: none"> • Develops a positive and collaborative work environment for C3 staff. • Conduct team meetings to apprise staff of changes and to address broader-based program area issues and initiatives. • Ensure C3 non-clinical staffing needs are met, and support implementation of alternative staffing patterns as needs arise, taking into consideration budgetary constraints and performance requirements and restrictions. • Conduct timely training assessments and performance reviews. • Ensure quality assurance audits are completed for all staff. • Assist managers with staff relations issues as needed. • Interview and make hiring decisions to maintain adequate staffing in areas of responsibility. 	30%	Yes
<p><u>Quality and Productivity Monitoring</u></p> <ul style="list-style-type: none"> • Monitor inbound and outbound call flow from the Connected Care Center to identify trends in call volume, supply, and demand. Leverage analytics to adjust the workforce as necessary. • Investigates patient and provider complaints and develops appropriate performance improvement plans • In conjunction with the Director, develop programs and processes to ensure quality customer service initiatives are met for all telephone encounters and internet based inquiries. • Participates in the development of policies, programs, protocols, and processes to ensure the delivery of safe evidence-based care, and the delivery of quality customer service. • Sets performance expectations and Key Performance Indicators (KPIs) for all staff in accordance with OHSU Health policies and expectations for C3. 	15%	Yes
<p><u>Financial Management</u></p> <ul style="list-style-type: none"> • Maintains staffing and supply budgets. • Forecast needs for personnel, supplies, equipment and training. 	5%	Yes

4. SUPERVISORY RESPONSIBILITIES:

	Direct	Indirect
Number of employees this position supervises:	6	200+
*Four ambulatory access services supervisors		

5. FISCAL RESPONSIBILITIES: Select the item below that most closely matches the level of supervisory and fiscal responsibility:

	Monitors expenditures against departmental budget; prepares necessary documentation for supervisor review/approval; tabulates budgetary data, calculates figures, and checks for accuracy.
X	Analyzes departmental budgetary data, verifies figures, and develops budget proposals; recommends allocation of budgetary funds for non-clinical C3 activities
	Has full responsibility for departmental planning, forecasting and final approval of budget. Indicate estimated budget amount:
	None of the above.

6. QUALIFICATIONS:

As part of the qualification's requirement, the following Core Competencies are expected of all OHSU employees regardless of their position within the organization.

Accountability:	Ability to establish mutual agreements that result in clear responsibility, taking personal action to accomplish an agreed-upon result and assuming personal responsibility for the results of behavior and actions.
Integrity:	Actions are consistent with ethical values. Honest in communication and actions.
Diversity:	Honors the uniqueness of each individual, challenges stereotypes and promotes sensitivity and inclusion.
Respect:	Demonstrates consideration and appreciation for colleagues, clients and customers.
Service Orientation:	Seeks opportunities to improve work and work environment to better meet the needs of internal and external customers.
Teamwork & Collaboration:	Works cooperatively and productively with others to achieve shared goals.
Communication:	Demonstrates the ability to convey thoughts and ideas as well as understand others' perspectives.

Additional competencies listed below apply to employees in a leadership position.

Organizational Perspective:	Thinking and action that considers the organization as a whole in the development of business solutions, e.g. University-wide or other appropriate organization level depending on the scope of the issue, e.g. Department, Mission. Assure influence and action to achieve success of
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	the organization as a whole, without losing focus on individual's primary responsibilities.
Managing Performance:	Achieves people, quality, finance, service and growth objectives through effective deployment and management of all systems and resources. Applies a continuous improvement approach to the development, implementation, evaluation and refinement of all processes, procedures and systems.
Change Management:	Assures process of change is methodical, clearly understood by stakeholders and achieves desired outcomes.
Organizational Talent Acquisition, Development and Retention:	Achieve a high performing engaged workforce committed to advancing the organization's mission.

Qualifications	Required	Preferred
Education:	A bachelor's degree or 4 or more years of equivalent experience is required. Degree preferably in Business, Finance, healthcare, or a related field of study. Epic Cadence certification or proficiency is necessary, as well as familiarity with multi-channels for scheduling (online, telemedicine, etc.)	Master's degree in Business, Finance, Healthcare, or a related field of study.
Experience:	Must have 4 or more years of call center operations experience within the healthcare industry. A minimum of 2 years of supervisory/managerial experience. Strong knowledge and experience base of patient access operations from registration to scheduling is required.	Prior experience in an academic setting.
Job Related Knowledge, Skills and Abilities (Competencies):	Comprehensive knowledge of healthcare access systems, patient care operations in a complex health system. Demonstrate strong communication	

	and customer service skills, an ability to work collaboratively, and function independently. Organizational skills both to function independently and to work closely with other professional using a team approach. Judgment skills to make appropriate decisions. Must be able to supervise a number of people and manage multiple demands and to respond rapidly to changing priorities. Knowledge of computer systems and integrating software to maximize work process efficiencies.	
Registrations, Certifications and/or Licenses:	Epic Cadence certification or proficiency is necessary, as well as familiarity with multi-channels for scheduling (online, telemedicine, etc.)	
Compliance:	<ul style="list-style-type: none"> - Code of conduct - Respect in the workplace - Applicable policies, procedures and agreements related to position, department or OHSU as a whole 	Not applicable

7. WORKING CONDITIONS: <i>This may include such items as work schedule, work location, travel and environmental exposures such as noise, human tissues/fluids or radiation.</i>
Management hours as needed - Heavy computer, phones, multiple demands-competing priorities

8. PHYSICAL DEMANDS & EQUIPMENT USAGE: <i>This describes the physical requirements necessary to perform the essential functions of this position. Example: Ability to carry and lift up to 50 pounds. Ability to stand for four continuous hours a day.</i>
Position requires frequent sitting at desk working on keyboard and walking to all clinical enterprise service areas. No lifting required.

9. SIGNATURES/APPROVALS:			
My signature denotes that this position description is an accurate and correct statement of the essential functions, responsibilities and requirements assigned to this position.			
	Type Name	Signature	Date
EMPLOYEE	To Be Named		
MANAGER/SUPERVISOR			

Please attach a current organizational chart if available.

Forward the electronic copy of the Position Description to Compensation and retain the signed copy at the departmental level.