



Vice President, Enterprise Access Rush

SUMMARY

As the Vice President of Enterprise Access, the incumbent will be responsible for leading and managing all aspects of patient access services within the organization. The Vice President of Enterprise Access will oversee all aspects of patient access, including capacity management and analytics, performance improvement, access (contact) center, affinity support services (training, quality assurance and workforce management), and partnerships with internal and external stakeholders to create and sustain operations to enhance access to care for all patients. The role involves overseeing the strategic direction, operations, and continuous improvement of patient access functions to ensure the standard delivery of high-quality, integrated, patient-centered care for the ambulatory enterprise of Rush. Rush includes Rush University Medical Center, Rush Copley Medical Center, Rush Oak Park Hospital and Rush University.

The goal is to enhance and sustain an infrastructure to ensure that patients receive the correct care from the appropriate provider in the right timeframe. The Vice President of Enterprise Access is charged to lead access-focused initiatives in the ambulatory practices that create and support exceptional patient access and experience; faculty, physician, advanced practice provider (APP) and staff satisfaction; a consistent, reliable approach across the ambulatory enterprise; growth and volume management; technology advancement; and strong financial performance with superior efficiency and productivity in alignment with the mission and vision of Rush. This includes operationally supporting development and implementation of digital front door strategies, in partnership with Rush Health IT and Digital teams.

REPORTING RELATIONSHIP

- Reports to Dr Luis Garcia, President of Rush Medical Group.
- Key relationships include Rush Medical Group physicians and administrators, revenue cycle leadership, IT leadership, ambulatory services leadership.

ESSENTIAL FUNCTIONS

Reasonable accommodation may be made to enable individuals with disabilities to perform all functions.

Strategic Leadership

- Develop and implement a comprehensive patient access strategy aligned with the mission and goals of Rush.

- Create and communicate standard process for assessing ambulatory capacity needs across Rush and partner with departments to implement process improvement strategies to maximize template utilization.
- Collaborate with key stakeholders to identify opportunities for process improvement, efficiency, equity, and enhanced patient experience as it relates to the experience of accessing the ambulatory enterprise for all patients and referral sources.
- Establish and monitor goals in collaboration with Rush leadership to ensure an efficient and equitable use of system resources.
- Provide strategic guidance to drive patient access initiatives and ensure alignment with organizational goals for growth, equity, regulatory requirements, and industry best practices.
- Create and sustain system-level integration of workflow and processes so that patients and external stakeholders have a standard experience with practices across multiple sites.
- Review risks and issues, develop mitigation/action plans, and drive change for patient access in the ambulatory enterprise of the health system.
- Serve as the subject matter expert on access for Rush and develop and lead access projects across the organization to drive rapid and sustained improvement on the health system's patient access metrics.
- Actively participate in committees, workgroups, and other key meetings on access to the ambulatory enterprise.
- Actively contribute to analysis and evaluation of Rush financial statements and other indicators of performance, as well as lead opportunities to improve equity, diversity, and inclusion, enhance efficiency, reduce cost, increase revenue, and improve overall health system performance.
- Represent Rush at national and regional levels on patient access.

Operational Management

- Oversee the day-to-day operations of patient access functions, including scheduling, registration, referral management, supply/demand analytics, capacity management, and all related vendor/technology management. This includes, but is not limited to, the functions of training, quality assurance, workforce management and template management.
- Establish and monitor performance metrics to track operational efficiency and productivity, leading supply/demand metrics, equity, and stakeholder experience (to include but not be limited to leaders, employees, faculty/advanced practice providers, referral sources, patients).
- Identify and implement innovative technologies and solutions in partnership with health IT to streamline processes, optimize telephony systems, reduce wait times, improve the employee experience, cut costs, and enhance timely and equitable access for all patients.

Staff Management and Development

- Recruit, train, and mentor leadership team of patient access professionals.
- Foster a collaborative and positive work environment that promotes employee engagement, professional growth, diversity, equity and inclusion, and accountability.
- Conduct annual performance evaluations, provide feedback, and implement development plans to maximize individual and team performance.

- Supervise assigned personnel.
- Encourage and support diverse views and approaches, demonstrate respect, and contribute to creating and maintaining an environment of professionalism, respect, tolerance, civility, and acceptance of all.

Partnerships

- Collaborate with hospital, department, and service line leaders to advance and optimize access for all patients.
- Maintain open communication and liaise with hospital, department, and service line leaders.
- Develop metrics to identify patient access opportunities, delays, or bottlenecks, in a timely manner, and collaboratively develop correction action plans with leadership.
- Participate and engage in digital health strategy and tactics for a frictionless journey to access the ambulatory enterprise.
- Collaborate with health IT in the design, adoption, and optimization of access-related tools and technology, to include but not be limited to, EHR system optimization, patient/referring provider portals, self-scheduling, telephony, decision trees, and capacity management tools.
- Partner with the community network, hospital/acute care, and other delivery settings to develop and sustain seamless, high-quality transitions of care across the broader care continuum.
- Collaborate with internal and external referral sources to improve access to care for all patients in a timely, equitable manner.

Patient Experience Enhancement

- Champion a patient-centered approach throughout the patient access journey.
- Develop and implement strategies to improve patient experience, reduce wait times, and enhance access to care.
- Collaborate with other departments to streamline care coordination and ensure a seamless patient experience.
- Identify opportunities to improve access to the ambulatory enterprise for those patients and referral sources who may not have the tools and resources afforded to many.

Regulatory Compliance and Quality Assurance

- Develop, integrate, and oversee ongoing audits of template and scheduling practices to ensure consistency with the scheduling and referral policies of Rush.
- Stay abreast of relevant healthcare regulations and compliance requirements.
- Develop and enforce policies and procedures to ensure adherence to applicable regulatory guidelines.
- Conduct quality assessments to identify areas for improvement and implement corrective actions as necessary.
- Manage vendor relationship(s) and contract(s) with supplier(s) to ensure business continuity and disaster recovery.

Fiscal Management

- Develop, monitor, and effectively utilize operating and capital budget.
- Conduct return on investment (ROI) analyses on capital expenditures as needed.
- Assist in identifying opportunities for expense savings and/or revenue enhancement.
- Analyze budget variances while implementing improvement initiatives as needed.

QUALIFICATIONS

Education & Experience

- Bachelor's degree in healthcare administration, business administration, or a related field. A master's degree is preferred.
- 10+ years of experience in healthcare administration or operations, with a focus on ambulatory management, preferably at an academic medical center. Prefer experience specific to contact center operations. At least 5+ years' experience with supervision of team.
- Proven leadership and managerial skills, with the ability to inspire and motivate a diverse team.
- Highly mature and self-confident professional who can relate to people at all levels of the organization.
- Excellent analytical, problem-solving, and strategic thinking abilities.
- Excellent verbal and written communication skills, organizational and planning skills, and customer service skills.
- Demonstrated aptitude for quantitative analysis, especially relating to capacity management.
- Exceptional interpersonal and effective communication skills to collaborate with stakeholders at all levels; can envision the future and help others understand, share, and support the vision.
- Demonstrated experience in process improvement and change management, including the ability to use judgment, independent thinking and creativity when resolving issues.
- Proven change agent who understands systems engineering and the use of data analytics to drive operational, quality, and financial levers to positively affect results. Demonstrated use of data to make decisions while relying upon strong inter-personal skills to drive change.
- Experienced in leading and implementing innovative equity, quality, safety, and performance improvement initiatives achieving superior outcomes with high satisfaction levels for all stakeholders.
- Demonstrated success in working collaboratively with physicians and senior executives, both inside and outside an organization.

Knowledge, Skills, and Abilities

- Knowledge

- Healthcare Operations: In-depth understanding of healthcare operations, including patient access functions, contact center management, referral management, capacity management, and applicable regulatory requirements.
- Healthcare Information Technology: Familiarity with healthcare technology systems, including telephony systems, robotic process automation, natural language processing, and artificial intelligence.

- Skills

- Leadership: Strong leadership skills to inspire, motivate, and guide a team of patient access professionals. Ability to set strategic goals, communicate effectively, and drive organizational change.
- Organizational Management: Ability to oversee and optimize patient access operations.
- Standardization: Ability to lead initiatives to standardize access-related operations across practice sites.
- Process Improvement: Skill in identifying inequities, operational inefficiencies, and other barriers to timely care -- and implementing process improvements to enhance access.
- Financial Acumen: Ability to understand and analyze financial data and manage budgets.
- Problem Solving: Excellent problem-solving skills to address complex challenges and make data-driven decisions to resolve issues in patient access operations.
- Communication: Strong verbal and written communication skills to effectively collaborate with stakeholders at all levels, including patients, healthcare providers, administrators, and executive leadership.
- Emotional Intelligence: Fosters a culture of candor, trust, and respect to cultivate strong working relationships and engagement.
- Flexibility: Ability to adapt to a fast-paced and evolving healthcare environment while balancing multiple priorities.
- Inclusive: Recognition of the importance of listening and including a diversity of stakeholder voices.

- Abilities

- Strategic Thinking: Ability to think strategically and develop a vision for patient access aligned with Rush's mission and values.
- Adaptability: Capacity to adapt to a rapidly changing healthcare environment, regulatory landscape, and technology advancements.
- Self-directed: Ability to get the necessary things done without daily oversight.
- Team Management: Skill in recruiting, mentoring, and managing a high-performing team, fostering loyalty based on the positive, inclusive, collaborative, team-based work culture that is fostered, and promoting employee growth and engagement. Strong team player orientation with the ability to work in an emerging multidimensional environment.
- Customer Service Orientation: Strong commitment to providing exceptional patient experience by ensuring timely and equitable access to care, reducing wait times, and addressing patient concerns effectively.
- Engaged: "Hands-on" executive who has the ability and interest to get involved and do what is necessary to reach the objectives.

Required Licensure, Certification, On-going Training

Bachelor's degree. Master's Degree preferred. Certifications from Patient Access Collaborative or other industry thought leader in access.

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