

UW HEALTH JOB DESCRIPTION

AMBULATORY ACCESS OPERATIONS MANAGER

Job Code: 441004	FLSA Status: Exempt	Mgt. Approval: E. Komma	Date: December 2023
Department: Clinics-Ambulatory Access		HR Approval: B. Haak	Date: December 2023

JOB SUMMARY

The Ambulatory Access Operations Manager provides administrative leadership and management of the ambulatory patient scheduling and reception functions. The manager works collaboratively with, and serves as a liaison to, the multiple internal departments and external clients supported by the Ambulatory Access Operations and leads a large, high-functioning team within Ambulatory Access.

This individual works in a leadership team responsible for setting goals, priorities, and performance standards for centralized scheduling and registration functions including scheduling, referral processing, communication workflows, call routing, insurance verification, and registration. This individual is responsible for overseeing initiatives and developing guidelines related to patient experience, quality assurance, training, phone service levels, call resolution, referral management, and scheduling accuracy. The manager will enhance the level of service provided by the patient scheduling team to both internal and external clients, maintain effective relationships with clinic leaders and staff, and maintain appropriate feedback loops. The Ambulatory Access Operations Manager will have an understanding of how scheduling and registration functions impact patient access, clinic flow, quality of care, patient experience, and the revenue cycle across all UW Health clinics.

The manager serves in a project management capacity for a variety of department- and system-level projects and employs standard project management methodologies to deliver on project objectives on time and within budget. This individual leads or supports departmental and interdepartmental process improvement teams to eliminate waste and improve efficiency. The position requires the ability to independently plan, schedule, organize and respond appropriately on a wide variety of subjects and situations. The Manager performs management, fiscal, and supervisory responsibilities requiring a high degree of discretion and independent judgment. The Manager participates in developing the department budget and monitors expenditures. The Manager maintains organizational and administrative policies and procedures for Ambulatory Access and ensures compliance with regulatory requirements. This position will have a direct reporting relationship to the Director Ambulatory Access Operations.

MAJOR RESPONSIBILITIES

- Provide operational oversight for assigned specialties to meet patient access and scheduling objectives. In close partnership with clinic leaders and scheduling analysts, monitor KPIs; engage and lead cross functional teams through process improvement; implement new technology and workflows to gain efficiency and improve quality; and build and maintain strong working relationships with staff, leaders, and providers across the specialty.
- Provide administrative leadership for the Ambulatory Access Operations team; ensure a safe and legal work environment, support supervisors in staff management, write and apply departmental and organizational policies, manage the department budget, and set the strategic direction for the department.
- Cultivate team engagement and a culture of excellence through active coaching and mentoring for supervisors and their teams.
- Serve in a project manager or operational owner capacity for system-level, strategic initiatives related to access and patient scheduling. Responsible for project definition, planning, and execution to ensure all deliverables are completed as specified and on time.
- Partner with access- and service-related departments across the organization, represent the patient scheduling function, serve as content expert on scheduling workflows and technology, and identify opportunities to share knowledge and processes across functions.

All duties and requirements must be performed consistent with the UW Health Organizational Performance Standards.

JOB REQUIREMENTS

Education	Minimum	Bachelor's degree in business, healthcare administration or related field.
	Preferred	Master's degree in business, healthcare or related field.
Work Experience	Minimum	Five (5) years of experience in a health care setting with a minimum of one (1) year of related experience in a leadership role.
	Preferred	Supervisory experience in Access Services, Registration, Patient Accounting, or Clinic Operations. At least three (3) years of related experience in a leadership role.
Licenses & Certifications	Minimum	
	Preferred	Certification in Epic Prelude and/or Cadence Project management certification (PMP, PRINCE 2, Agile, other) Lean Six Sigma Certification

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<p>Required Skills, Knowledge, and Abilities</p>	<ul style="list-style-type: none"> • Knowledge of daily clinic operations required • Knowledge of medical billing requirements, third party payors, and coordination of benefits preferred • Proficiency with Microsoft Office suite (Outlook, Excel, Word) • Ability to learn computer and application skills as applicable to role (Phone systems, Workforce Optimizations, etc.) • Experience with a hospital-based computer system (preferably Epic) • Ability to make sound judgments in demanding situations • Ability to react to frequent changes in duties and volume of work • Effective communication skills • Demonstrates an aptitude and willingness to learn new responsibilities • Excellent verbal and written communication skills • Ability to work independently, make decisions, meet deadlines, multi-task and solve problems; working under a moderate to high degree of pressure • Ability to logically organize details • Demonstrated performance excellence and leadership qualities in previous positions • Comfortable accepting responsibility for medium to large scale projects involving multiple resources and spanning many months from start to finish
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PHYSICAL REQUIREMENTS

Indicate the appropriate physical requirements of this job in the course of a shift. *Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.*

Physical Demand Level		Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time
x	Sedentary: Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as docket, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.	Up to 10#	Negligible	Negligible
	Light: Ability to lift up to 20 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10 pounds. Even though the weight lifted may only be a negligible amount, a job is in this category when it requires walking or standing to a significant degree.	Up to 20#	Up to 10# or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	Negligible or constant push/pull of items of negligible weight
	Medium: Ability to lift up to 50 pounds maximum with frequent lifting/and or carrying objects weighing up to 25 pounds.	20-50#	10-25#	Negligible-10#
	Heavy: Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	50-100#	25-50#	10-20#
	Very Heavy: Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	Over 100#	Over 50#	Over 20#
Other - list any other physical requirements or bona fide occupational qualifications not indicated above:				

Note: The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.