



University of Arkansas for Medical Sciences

Assistant Vice Chancellor of Revenue Cycle

The University of Arkansas for Medical Sciences

Little Rock, AR

Position Profile



Prepared by:

UAMS Executive Search Group

Search Committee Chair:

Amanda George, CPA, MHSA

The Opportunity:

The Finance Division at the University of Arkansas for Medical Science (UAMS) in Little Rock, Arkansas, is seeking an **Assistant Vice Chancellor of Revenue Cycle**. This position has broad management responsibilities in overseeing and directing the overall functions of the UAMS revenue cycle, including the integration, strategic planning, and operational performance. The revenue cycle includes coding, health information management (HIM), financial clearance such as patient liability estimates, Medicaid enrollment and payer authorization processes, claim processing, account follow-up, and revenue recovery-such as denial management, cash posting, collection, and analytics. The AVC of Revenue Cycle has responsibility for working with IT Leadership to ensure projects are prioritized appropriately to the needs of the Revenue Cycle in conjunction with projects for Clinical Enterprise. This includes collaboration with IT on all billing modules in Epic and IT applications outside of Epic. The ideal candidate will play a pivotal role in supporting the Vice Chancellor for Finance and CFO to ensure operational and financial performance meets or exceed the standards. The successful candidate will be a highly motivated, dynamic individual who has advanced knowledge of working with revenue cycle systems and demonstrates the ability to create an atmosphere that motivates employees to perform optimally while serving as a role model for staff and fulfills both the general and role-specific job duties as described below.

About the Division of Finance:

The Finance Division provides management oversight and coordination of core functions, including financial accounting and reporting, budgeting, cost accounting, decision support, payor contracting, revenue cycle, treasury operations, supply chain management, grants accounting, student accounts, and financial aid, and contract services. The division employs more than 700 individuals across these operations, each of whose dedication provides services effectively and efficiently to UAMS' patients, students, faculty, staff, and the communities UAMS serves across the state of Arkansas.

Our mission is to ensure the financial integrity of UAMS through effective stewardship of resources, utilize current financial and administrative best practices within healthcare and higher education, offer exceptional customer service, and work closely as a business partner with our clinical, research, and academic leadership.



About UAMS:

The University of Arkansas for Medical Sciences (UAMS) is the state's only academic health sciences center, comprised of five health professions colleges (Medicine, Nursing, Pharmacy, Health Professions, and Public Health), a graduate school, six institutes, eight Regional Centers (six of which include family medicine practices and residency programs), and a comprehensive Medical Center. Its College of Medicine has held a unique and vital role in Arkansas for over 130 years. UAMS is the largest public employer in Arkansas, with more than 11,000 employees. UAMS and its clinical affiliates, Arkansas Children's and the VA Medical Center, are an



economic engine for the state, with an annual economic impact of \$3.92 billion. Located centrally within the state, UAMS's Little Rock campus is a tertiary referral center and the only Level 1 adult Trauma Center and Comprehensive Stroke Center for Arkansas.

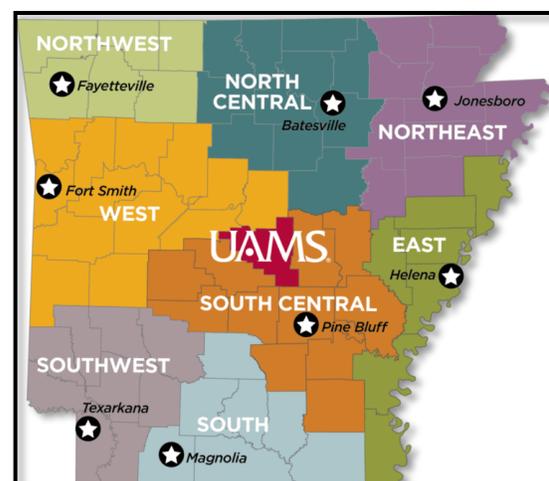
UAMS has several prominent research centers, including the [Winthrop P. Rockefeller Cancer Institute](#), the [Translational Research Institute](#), the [Stephens Spine and Neurosciences Institute](#), and the [Donald W. Reynolds Institute on Aging](#). The UAMS strategic plan [Vision 2029](#) outlines the institution's commitment to growth in research. The UAMS Core Concepts of Patient and Family Centered Care consists of Dignity & Respect, Information Sharing, Participation, and Collaboration. These core concepts allow for an approach to health care that shapes policies, programs, facility design, and day-to-day staff interactions. It leads to better health outcomes and wiser allocation of resources, and more excellent patient and family satisfaction.

UAMS is in Little Rock, Arkansas. The Little Rock – North Little Rock communities, consisting of approximately 750,000 people, offer a high quality of life with a modest cost of living, excellent schools, and recreational opportunities.

UAMS is in Little Rock, Arkansas. The Little Rock – North Little Rock communities, consisting of approximately 750,000 people, offer a high quality of life with a modest cost of living, excellent schools, and recreational opportunities.

UAMS Northwest: The UAMS Northwest Regional Campus was established in 2007 to support the rapidly expanding communities in the Northwest Arkansas region. Academic programs include the Colleges of Medicine, Pharmacy, Nursing, and Health Professions (Occupational Therapy, Physical Therapy, Genetic Counseling, Radiologic Imaging Sciences, and Diagnostic Medical Sonography).

UAMS Regional Campuses: Founded in 1973 through combined efforts of the Governor, the State Legislature, and UAMS. UAMS Regional Campuses serves as an educational outreach network for UAMS,



and the principal means to decentralize medical and other health professions education throughout the state, encourage graduates to remain in Arkansas, and strengthen healthcare in underserved communities.

Role & Responsibilities:

- Work closely with peers within the Division of Finance to advance the division's operational goals and ensure unified revenue cycle leadership and alignment of policy and process. Serves as an advocate for enhanced revenue cycle performance and continuous quality improvement. Responsible for ensuring the revenue cycle provides the highest level of customer service.
- Chairs weekly Revenue Cycle meeting that includes Revenue Cycle Directors, IT members as needed, and other UAMS staff depending on that week's agenda. The purpose of this meeting is to problem solve, share information, and take away any barriers IT is facing that might interfere with charging, billing, or collecting revenue.
- Attend daily IT scrum meetings to be available for assistance or resolution of projects for the Clinical Enterprise or Revenue in nature. Also, attend and be a voting member of the weekly Operational and Technical Advisory Committee meeting. This meeting is led by the Associate Vice Chancellor - Chief Clinical Informatics Officer and is the group that vets and prioritizes all requests for IT projects and services. The Committee has four voting members, so the attendance and participation by AVC of Revenue Cycle is critical.
- Collaborate with and support Access leadership to ensure that registration and insurance verification is performed satisfactorily to provide a well-performing revenue cycle.
- Defines vital indicators and metrics for each revenue cycle department with the department directors. Sets goals. Establishes performance standards with each director. Identifies relevant trends or potential issues by reviewing available reports and initiates process improvement activity when warranted.
- Recommends and leads continual process improvement activities to ensure excellence in revenue cycle operations. Accepts ownership for initiating new or enhanced process improvement projects once sanctioned by the Vice Chancellor for Finance and CFO.
- Establishes standardization of processes and workflows where feasible within the revenue cycle and reduces variation using LEAN. Seek out value stream opportunities to eliminate waste and reduce expenses, significantly reducing the collection cost and optimizing the reimbursable production unit.

- Ensures all departmental, revenue cycle, and campus policies are followed within the revenue cycle. Monitors patient satisfaction benchmark tools and directs the appropriate revenue cycle director to develop action plans accordingly.
 - Supervise and direct assigned staff, including monitoring and evaluating work performance, interviewing, hiring staff, and conducting training and development. Promotes teamwork and models the core concepts of PFCC. Ensures staff preparedness following established Joint Commission standards, facility safety, and emergency preparedness standards. Ensure all Office of Human Resource policies and regulatory guidelines are followed. Will comply with all UAMS policies and ensure that direct and indirect reports comply.

- Well-versed in developing and sustaining effective relationships with internal and external stakeholders to provide service, information, and advice as needed. Represent the finance department as a subject matter expert in various meetings and committees. At all times, model the core values of UAMS.

Candidate Qualifications

The ideal candidate will have the following professional qualifications and personal characteristics:

- Bachelor's degree in Healthcare Administration or Management, Finance, Business, or a related discipline.
- 11+ years of progressive administrative experience in a hospital or healthcare revenue cycle management, including 5-6 years of proven staff supervision.
- Demonstrated leadership ability and team-building skills, exceptional verbal and written communication, and interpersonal and customer service skills.
- The position requires a knowledgeable background in management with an extensive integrated health system.
- Must be able to motivate and lead groups and programs and manage multiple projects and initiatives.
- Must have interpersonal negotiation skills, problem-solving and analytical skills, presentation skills, and the ability to motivate and lead groups and programs.
- Must have advanced program proficiency in revenue cycle systems and third-party payer requirements.

Preferred Professional Experience and Characteristics

- Master's degree in Healthcare Administration or Management, Finance, Business, or a related discipline.

- 9+ years of progressive administrative experience in a hospital or healthcare revenue cycle management, including 5-6 years of proven staff supervision.
- Experience in an academic medical center or health system.
- Experience with Epic revenue cycle applications
- Additional training or advanced degree in management or administration; regarding regulatory changes and industry standards, specifically focusing on the changing healthcare landscape and payment reform initiatives.
- Knowledge of higher education functions is essential, as is a working knowledge of hospital operations, quality improvement, and strategic planning
- Demonstrated track record of mentorship and evidence of having developed others in their careers
- Understanding of compliance requirements at the federal and state levels.

Personal Characteristics

- Well-developed emotional intelligence with exceptional interpersonal and communication skills.
- Passion for excellence and a high level of energy and enthusiasm.
- Demonstrated ability to work in a matrixed organization with multiple lines of reporting.
- Demonstrated record of promoting collaboration and cultivating strong internal and external relationships.
- Capacity to embrace change with appropriate respect for culture and tradition.
- Analytical and intellectual skills to lead effective planning and sound management systems.
- Demonstrated commitment to diversity, equity, and inclusion.
- Motivator and mentor capable of developing strong teams and developing others; and
- Unquestioned personal integrity.

Procedure for Candidacy:

The UAMS Executive Search Group is facilitating this search. For full consideration, applications should be received by the 30th of September 2022 and include the following documents:

- 1) A resume or curriculum vitae
- 2) A letter of interest providing a concise summary of qualifications for the position.

Applications can be submitted utilizing the following link: [UAMS AVC-Revenue Cycle](#)

All inquiries and nominations should be submitted to Kayla Jackson-Gougisha at kjacksongougisha@uams.edu.

This position is subject to a pre-employment criminal background check. A criminal conviction or arrest pending adjudication alone shall not disqualify an applicant except as provided by law. Any criminal history will be evaluated in relationship to job responsibilities and business necessity. The information obtained in these reports will be used in a confidential, non-discriminatory manner consistent with state and federal law.



UAMS is an [Affirmative Action](#) and [Equal Opportunity Employer](#) of individuals with disabilities and protected veterans and is committed to excellence. If you need a reasonable accommodation for any part of the employment process, please contact us by telephone at (501) 686-6432 and let us know the nature of your request. We will only respond to messages left that involve a request for a reasonable accommodation in the application process. We will accommodate the needs of any qualified candidate who requests a reasonable accommodation under the Americans with Disabilities Act (ADA).

The safety of our team members at the University of Arkansas for Medical Sciences is our top priority. For this reason, successful applicants for this position must be fully vaccinated against Covid-19 or have filed a request for medical or religious exemption as a condition of employment. UAMS will adhere to all federal, state, and local regulations and will obtain necessary proof of vaccination prior to employment to ensure compliance.