



System Title:	Patient Access Supervisor
Salary Grade:	104
Department/School:	FPO
FLSA status:	Exempt
Hours per week:	35
Work Location Address:	Parker Plaza
This role reports to:	Patient Access Manager
Titles Reporting to this Positions	Patient Access Specialists
Job Summary:	<p>The Patient Access Supervisor is a key role in the ColumbiaDoctors Access Center representing our front door to patients seeking care.</p> <p>The supervisor works under the direction of the Patient Access Manager, leading a team of Patient Access Specialists to provide real-time direction to the activities of the related to the day-to-day operations of the center. The Patient Access Supervisor is responsible for managing, training, and guiding Specialists in performing their duties, is actively involved in resolving cases where patients have complex needs and partners with Specialists to ensure that patients receive the right care at the right time, the first time. This position also provides continuous support to the Specialists, provides ongoing reports, and resolves problems and complaints.</p> <p>The ideal candidate will have strong communication skills with emphasis on diplomacy as well as the ability to handle numerous projects simultaneously. In addition the candidate should be committed to achieving superior results with integrity, sustaining a positive work environment, and embracing working side-by-side with others in a diverse and inclusive culture.</p>
Revision Date:	8/18/21

Summary of Responsibilities

Access Center Operations

- Supervises, plans, and manages the functions related to the Access Center scheduling pod assigned
- Carries out supervision, coaching, call monitoring, and training as needed
- Assures compliance with all Columbia policies, procedures, and processes
- Demonstrates initiative and self-direction; can apply knowledge and make sound judgments to effectively resolve issues or concerns

- Monitors and communicates performance standards to team, and performs evaluations in a fair and consistent manner
- Oversees the handling of escalated complaints or inquiries regarding the Contact Center
- Conducts regular team meetings to communicate issues or changes in policies or procedures, and maintain accessibility for one-on-one communication
- Partners with the quality assurance teams to assure a consistent and high level of exceptional customer service experience and works to identify areas that require improvement.
- Works closely with the central training teams to understand and deliver training curriculum.
- Carries out supervision, coaching, call monitoring, training, and reviewing of assigned Contact Center Patient Access Specialists
- Oversees the handling of escalated complaints or inquiries regarding Contact Center scheduling functions
- Develops and communicates performance standards to Contact Center scheduling associates and performs evaluations in a fair and timely manner
- Conducts regularly scheduled team meetings to communicate issues or changes in policies / procedures while maintaining accessibility for one-to-one communication
- Demonstrates a willingness to participate and share expertise on projects / committees
- Promotes transparent communication among Contact Center leadership team
- Performs other job-related duties as assigned and can act as a Patient Access Supervisor or Patient Access Specialist if need be

Strategy

- Works with management team to ensure strategic alignment of unit goals to overall Access Center organization, mission, and vision.
- Utilizes data to monitor key performance indicators and implements approved performance improvement initiatives as needed.
- Supports and assists with implementation of change management strategies that support overall organizational goals and process improvement initiatives. Maximize employee adoption and measure effectiveness. Ensure communication of changes is cascaded throughout unit and feedback channels are in place. Ensures staff support system is in place. Works with Manager to address any escalated concerns and identified risks.
- Supports projects and related deliverables as needed.

People

- Evaluates staff performance and competencies, approaching the performance review process constructively and conducts it in accordance with Human Resources and departmental guidelines and procedures. Offers continuing guidance and assistance to employees on work activities, procedures, competency development and performance-related issues as appropriate. Ensures manager is kept aware of performance of each employee on an ongoing basis. Addresses any performance related issues promptly.
- Supervise, train, develop, coach, monitor and empower team members to provide customers with a superior service experience, and to inspire the feeling of high energy, excitement, satisfaction, with a sense of pride and belonging in their workplace. This also includes the ability to support the transfer of skills and knowledge obtained in the training into practice and production thereby meeting and exceeding key performance objectives.
- Manages resources as assigned.
- Cultivates an outstanding relationship with providers and practices they support.
- Works collaboratively with peer supervisors in the center to assure efficient and effective workflows, adjusting staffing as needed for peaks and valleys and driving towards achievement of the goals for the center.

Compliance

- Assures KPIs and service metrics are monitored and met.
- Conducts assessment when metrics are not met and implements action plan to address.
- Tracks and reports issues
- Compliance with all federal, state, and city regulations and laws.

Financial

- Manages to budget, projects and forecasts future needs
- Review costs and chargeback models to identify cost efficiencies for the organization and clinical departments.

Minimum Qualifications required

- Requires bachelor’s degree or equivalent in education and experience
- 3 years of related experience including 2 years’ experience in a supervisory role
- Solid computer knowledge and skills, including the ability to navigate complex systems and create reports when needed, is required
- Demonstrated initiative and self-direction is required; can apply knowledge and make sound judgments to effectively resolve issues or concerns
- Strong organizational skills are required. Demonstrates ability to think analytically and synthesize complex information
- Ability to lead and mentor team through new and changing situations. Demonstrate a professional and compassionate manner while conveying a positive image of the Access Center.
- Ability to communicate effectively in both oral and written form. This position requires the ability to interact positively, constructively and effectively with professional staff, providers and organizational stakeholders.
- Demonstrated proficiency in problem assessment, and resolution and collaborative problem solving in complex, and interdisciplinary settings.
- Ability to communicate effectively in both oral and written form. This position requires the ability to interact positively, constructively and effectively with staff, providers and organizational stakeholders.

Preferred Qualifications

- Experience in customer service
- Experience managing a team or teams in a fast paced call center environment, and/or medical practice environment.
- Healthcare or related experience
- Previous experience using Salesforce or other customer relationship management software is preferred

For internal purposes only:

Competencies	Proficiency Level
Accountability & Self-Management	Level 3 - Intermediate
Adaptability to Change & Learning Agility	Level 2 - Basic
Communication	Level 2 - Basic
Customer Service & Patient Centered	Level 3 - Intermediate
Emotional Intelligence	Level 2 - Basic
Problem Solving & Decision Making	Level 3 - Intermediate
Productivity & Time Management	Level 3 - Intermediate

Teamwork & Collaboration	Level 2 - Basic
Quality, Patient & Workplace Safety	Level 3 - Intermediate
Leadership Competencies	
Business Acumen & Vision Driver	Level 1 - Introductory
Performance Management	Level 2 - Basic
Innovation & Organizational Development	n/a