HOSPITAL PATIENT ADMITTING MANAGER

DEFINITION
Under general direction, plans, organizes, directs, staffs and controls a wide range of operations and activities pertaining to patient registration and hospital admitting, including but not limited to, financial counseling, insurance verification, pre-registration, service scheduling, and point-of-service collections; provides daily direction and leadership to assigned staff; develops and administers new programs and services; participates in Hospital strategic development and planning processes; and performs other duties as assigned.

DISTINGUISHING CHARACTERISTICS
This is a single-position management class. The incumbent performs responsible and moderately complex management-level duties by overseeing the Patient Admitting Department of Natividad Medical Center. The incumbent serves a member of the hospital’s management team and ensures that assigned programs, functions and operations conform to organizational goals and objectives. Duties include significant responsibility for formulating and administering policies and procedures in assigned areas, as well as providing management support and advice to superiors. Assigned operations and functions primarily emphasize the administrative and financial aspects of patient registrations and admissions.

ESSENTIAL FUNCTIONS
Nothing in this specification restricts management’s right to assign or reassign duties and responsibilities to this job at any time.

1. Plans, organizes, directs, staffs and controls patient registration and hospital admitting operations and activities; oversees financial counseling, insurance verification, pre-registration, service scheduling, point-of-service collections and related activities; ensures that assigned areas conform to hospital goals, objectives and requirements.

2. Plans, assigns, directs, and monitors the work of subordinate staff, including subordinate supervisors; develops and/or approves staff schedules; analyzes and distributes staff assignments and workloads; evaluates employee performance; recommends and implements employee disciplinary actions as appropriate; responds to grievances and complaints; initiates and coordinates staff selection and training processes; ensures that staff activities comply with organizational expectations.

3. Develops, recommends and implements policies and procedures for assigned programs and services to ensure their consistency with hospital standards and requirements; directs the development and maintenance of appropriate procedure manuals and related documents.

4. Ensures that outpatient registrations and inpatient admissions are thoroughly screened for insurance coverage and have required pre-authorizations, in order to safeguard the hospital’s accounts receivables and determine patient responsibility and cash collection at the time of service; monitors the work of staff to verify that they are thoroughly gathering patient demographic and financial information to maximize payment for services rendered.

5. Develops, recommends and implements quality control systems to ensure that assigned programs, services and activities are efficient, effective and in compliance with internal and external laws, policies and standards; develops systems pertaining to confidentiality, information security, safety, environmental/infection control, financial accountability and other related areas.

6. Develops, recommends and implements policies and procedures designed to ensure a quick, efficient and courteous experience for patients; monitors and controls patient waiting times; ensures that appropriate test results, orders, and other critical documents are available at the time of patient arrival.
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7. Responds to concerns and/or complaints from patients, the public, medical staff, subordinates, and/or other hospital employees pertaining to assigned areas in order to maintain positive customer relations; researches and investigates issues; prepares written or oral responses as needed.

8. Coordinates service denial processes, appeals, and point of service collection processes with the Patient Financial Services division so that maximum financial reimbursement can be obtained.

9. Represents assigned areas to other hospital divisions, other County departments, and external agencies to coordinate activities, identify issues, resolve problems and share information; confers with hospital administrative, clinical and other personnel to resolve management and patient access issues; participates in organizational strategic planning activities to ensure the delivery of comprehensive and coordinated health services; serves on committees and task forces to address specific issues and/or represent the department as assigned; attends meetings and conferences as assigned.

10. Prepares and administers assigned budgets; monitors, evaluates and approves expenditures within limits of authority; analyzes staffing needs; performs cost/benefit analyses as appropriate; plans and estimates future costs including capital expenditures as appropriate; justifies requests for equipment and personnel.

11. Conducts meetings and gives presentations.

12. Oversees the preparation and maintenance of documents and information in order to comply with administrative policies as well as JCAHO and other regulations.

13. Conducts special studies and projects as assigned; researches and analyzes information; prepares statistical and narrative reports and documents as needed.

EXAMPLES OF OTHER FUNCTIONS

1. Performs other duties as assigned.

QUALIFICATIONS

A combination of experience, education, and/or training which substantially demonstrates the following knowledge, skills and abilities:

Knowledge, Skills and Abilities

Thorough knowledge of:

1. Principles and practices pertaining to patient access and financial screening, including registration for services, inpatient admissions, insurance verification, pre-certification of services, and financial counseling.

2. Principles and practices of business administration, including personnel management, planning and organizing work, delegating authority, motivating subordinates, appraising performance and administering discipline.

3. The applicable laws, regulations, requirements, standards and practices pertaining to patient registration and admitting, including the Joint Commission on Accreditation of Hospitals (JCAHO) requirements and standards.

4. Methods of quality control and quality improvement in a health care administrative setting.

Working knowledge of:


2. Financial principles and procedures pertaining to budget development, monitoring and justification.
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3. Standard billing, reimbursement and insurance practices common to the health care industry, including those pertaining to Medi-Cal and Medicare.

Some knowledge of:
1. Medical terminology, including common diseases, conditions and treatments.
2. Typical acute care hospital policies, procedures and routines.

Skill and ability to:
1. Plan, organize, direct, staff and control patient access and related services for a large acute care hospital, working within broad parameters to achieve general results.
2. Manage and supervise the work of others, directly and through subordinate supervisors; appraise performance; counsel and train employees; recommend and implement disciplinary actions as necessary.
3. Develop and implement effective administrative policies and procedures.
4. Evaluate the quality and effectiveness of assigned programs, activities and services and make necessary improvements.
5. Understand, interpret and apply laws, rules, regulations and policies related to patient access and general hospital administration.
6. Collect, interpret and evaluate narrative and statistical data pertaining to administrative, fiscal management and patient matters; prepare complex reports, memoranda and other written materials.
7. Establish and control an operating budget.
8. Utilize standard business equipment, including computer hardware and software.
9. Analyze and resolve problems and complaints.
10. Communicate clearly and concisely, both orally and in writing; effectively present information to groups and individuals.
11. Establish and maintain cooperative working relationships with others including physicians, nurses, administrators, managers, vendors, contractors and other health care industry personnel.
12. Provide excellent public relations and courteous customer service.

REQUIRED CONDITIONS OF EMPLOYMENT
As a condition of employment, the incumbent will be required to:
1. Possess a valid California Class C driver’s license, (or) provide suitable transportation, which is approved by the appointing authority.
2. Work evenings, weekends or holidays as needed.

EXAMPLES OF EXPERIENCE/EDUCATION/TRAINING
The knowledge, skills and abilities listed above may be acquired through various types of experience, education or training, typically:

Experience
- Equivalent to five years of increasingly responsible professional experience related to health care access or patient financial services, including at least one year in an acute care hospital setting and at least one year in a lead or supervisory capacity.

Education/Training:
- Completion of course work from an accredited college or university leading to a bachelor’s degree in business administration, public administration, health care administration, accounting, or a related field.
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PHYSICAL AND SENSORY REQUIREMENTS
The physical and sensory requirements for this classification include:

1. Ability to sit for extended periods of time at a desk.
2. Ability to move about the office.
3. Ability to frequently lift up to 10 pounds (e.g., books, binders, paperwork).
4. Physical dexterity sufficient to use a computer for preparing documents and communicating electronically.
5. Ability to drive a motor vehicle to meetings at various locations.
6. Ability to see well enough to read standard text and data on an electronic screen of a computer terminal and to read text on papers, books and forms.
7. Ability to hear normal speech, in-person and over the telephone, even in a noisy environment.
8. Ability to orally communicate with people in-person and/or over the telephone, even in a noisy environment.
9. Ability to constantly make decisions and concentrate.
10. Ability to work in an environment with occasional exposure to grief and death.
11. Ability to work in an environment with occasional risk of exposure to biohazards, infectious organisms and hazardous chemicals.

CLASS HISTORY

Class Code: 14N30
Established Date: January 15, 2008
Revised Date: n/a
Former Title: n/a

CLASS DATA

Job Group: 02
EEO Category: T
Work Comp. Code: 9043
Bargaining/Employee Unit: H
FLSA: C
MOCO OT: Y

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/s/ Janine Boyea
NMC Human Resources Administrator

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Date