



POSITION TITLE

JOB CLASSIFICATION:

ADMISSION AND PATIENT ACCESS SERVICES DIRECTOR

EXEMPT

TITLE OF IMMEDIATE SUPERVISOR:

DIVISION:

DIRECTOR OF BEHAVIOR HEALTH

ADMINISTRATIVE SERVICES

POSITION OBJECTIVE/SUMMARY:

The Admission and Patient Access Services Director is responsible for overall integration, and administrative coordination of admissions, appointment and scheduling access to healthcare services organization -wide to ensure that high and effective standards of client care are maintained at all times. The Admission and Patient Access Services Director is responsible for operations of the admissions and discharge functions which includes: supervision of staff and coordination of a variety of functions within Patient Access Services relating to admissions and discharge, patient registration, clinical staff scheduling, client scheduling, financial screening, insurance verification, information services, and other related supervisory responsibilities.

To accomplish these goals, the Admission and Patient Access Services Director is expected to ensure that all aspects of the quality of care are satisfied continuously through facilitation, monitoring and operationalizing of the following:

CORE OBJECTIVES:

1. **Accessibility of Care** – to ensure all clients and their families receive the services needed when required.
2. **Continuity of Care** - the degree to which the care needed for behavioral health services are coordinated among service lines across the organization and other community linkages.
3. **Client Prospective** - the point of view from which Kedren involves clients served and their families in scheduling appointments , referrals and community linkage in matters pertaining to their mental health; and monitors the clients satisfaction with their care.
4. **Timeliness of Care** - the degree to which access to care is provided for all clients, and; coordinates with Program Directors to ensure services are scheduled and provided to the client in a timely manner.

SPECIFIC DUTIES AND RESPONSIBILITIES:

A. Overall direction of staff are through the following:

1. Assessment of staff needs recruitment, selection, orientation and training.
2. Supervision of clinical component heads.



3. Monitoring and reporting monthly appointments, referrals internal and external, no shows, community linkage; assuring concurrent achievement of both qualitative and quantitative objectives.
4. Articulation and effective communication and evaluation of performance standards to ensure maintenance of efficient and effective standards of patient care.
5. Conducting immediate consumer satisfaction resolutions to ensure that clients being serviced are satisfied with services delivered by Kedren.
6. Preparation and submission of a monthly report captioning the ongoing access activities, recommendations and continuous quality improvement action of all client access services.
7. Weekly coordination services meeting with all clients' department staff members.
8. Serves a member of the in-patient discharge plan team to ensure coordination of scheduled appointments and referrals for the discharged client.
9. Collaborates with community partnerships in the coordination of client referrals and access to behavior health and primary care services.
10. Monitors and coordinate Primary Care Clinic external calls for scheduling and rescheduling appointments.

B. Program Planning:

1. Implementation, articulation, and modification of department objectives in light of agency goals.
2. Review of program designs for each project or component.
3. Preparation of planning document with output measures appropriate to program concept and activities.

C. Monitoring:

- Continuing review of ongoing department activities to determine the degree to which service delivery is meeting established quality, quality, and standards of patient care.

D. Evaluation:

- Periodic review of clinical output and performance evaluations (qualitative and quantitative).

E. Liaise with Director of Behavior Health and/or designee.

F. Leadership is additionally demonstrated as follows:

1. professional ethics;
2. community relations;
3. interpersonal relations; and
4. Commitment and loyalty to agency philosophy, goals and objectives.



G. Provide direct client services.

- Must adhere to annual tuberculin (TB) health screening and workplace safety training goals and objectives in the course of executing job duties.
- Practice confidentiality in all client, employee, and management related matters.
- Assist in preserving Kedren's mission, goals, and objectives by tracking achievements and which includes internal service delivery goals and objectives.
- Participate in the fundraising activities of Kedren.
- Assist in other duties and special projects as assigned.

COMPETENCIES:

- **Analytical Thinking** - Able to breakdown raw information and undefined problems into specific, workable components that in-turn clearly identifies the issues at hand. Makes logical conclusions, anticipates obstacles, and considers different approaches to the decision-making process.
- **Communication Effectiveness** – Clearly conveys information and ideas through a variety of media to individuals or groups in a manner that engages the audience and helps them understand and retain the message.
- **Compliance** – Ensures compliance and examines patient information to insure that they comply with company and industry regulations, and service policies and procedures.
- **Consulting** – Observes and investigates practices and procedures to provide expert knowledge of potential issues, problems or inefficiency and recommends solutions to achieve organization's mission, vision and strategic goals.
- **Context of Practice** – Responds to evolving organizational, community, and societal contexts at all levels of practice in an informed, resourceful and proactive way. Recognizes that the context of practice is dynamic and uses knowledge and skill to respond proactively.
- **Delegating** – Divides work into components and determines what can be delegated and delegate's responsibility and authority as appropriate.
- **Industry Knowledge** - Understands the industry of mental health and not for profit organizations, including the competition, community resources, the suppliers, the customer/client base and the regulatory environment.
- **Mental Health/Psychiatry Knowledge** – Demonstrates knowledge and understanding of mental health, mental illness and mental health services; integrates knowledge of societal, cultural, psychological, environment, spiritual and belief systems that influence mental health and illness.
- **Prioritization** – Maintains focus and commitment to juggle multiple tasks and priorities, and uses available resources to get more done with less; uses time effectively and prevents irrelevant issues or distractions from interfering with work completion.



- **Quality Management** – Demonstrates a commitment to quality services and deliverables for internal and external customers. Promotes continuous process improvement techniques to modify procedures.
- **Resource Management** – Identifies, enrolls and sustains resources such as people, technology, community services and programs effectively that can be utilized to fulfill the mission and vision of the organization to meet the needs of the clients to optimally live productive lives.
- **Technical Capability** – Applies and demonstrates technical capacity for job specific technical requirements including software technology, applications, judgment and procedures to achieve position requirements and organizational needs.
- **Training Facilitation** – Identifies, designs, implements and sustains culturally sensitive, non-discriminatory and inclusive learning environment; understands curriculum and facilitates the learning and growth of participants with retention as ultimate goal; evaluates effectiveness.
- **Workforce Development** – Investigates and identifies workforce skills, knowledge and ability gaps to meet strategic objects and implements plans to train, develop and close those gaps through internal or external resources.
- **Workforce Planning** – Exhibits knowledge of HR concepts, principles, and practices related to determining workload projections and current and future competency gaps to align human capital with organizational goals.

Employee Name (please print):

Employee Signature

Date