

Patient Access Registration Ladder Requirements

Patient Access Registrar Ladder Requirements

Effective Date: _____

Last Reviewed: 8-10-2012

Last Revised: _____

Next Scheduled Review Date: _____

Authorization: _____

PURPOSE – The purpose is to provide a fair and consistent procedure to evaluate and promote Patient Access staff that demonstrates increased technical expertise, decision making capabilities, accuracy proficiency, and team building qualities.

POLICY – It is the policy of Cottage Hospital to classify Patient Access staff according to levels of demonstrated expertise and proficiencies for the purpose of salary administration, job requirements, and expectations.

RESPONSIBILITY – It is the responsibility of the Director of Patient Access to monitor the staff's proficiency and competencies for the staff advancement and promotions on a consistent basis.

LADDER DEFINITION– A Patient Access Registrar will be classified as a Registrar I, Registrar II, Registrar III, Registrar IV, or Resource Specialist based on experience and expertise of the job.

1. **Registrar I** – Is an entry level position with no previous experience working in a Patient Access customer service environment. The Registrar will demonstrate the ability to multi task, operates and directs switchboard calls efficiently/correctly, maintain an accurate rate of 95% or greater, demonstrates team concept of duties, demonstrate strong customer service skills; attend monthly staff meetings, and the ability to communicate effectively.
2. **Registrar II** – Is a position that requires a Registrar to accurately process a registration/admission with correct payer and demographics, possess excellent customer service skills, attend monthly staff meetings, and are cross trained to cover 2 ancillary departments. A Patient Access Registrar II must still maintain 95% proficiency in all job related responsibilities, and

Patient Access Registration Ladder Requirements

duties as assigned. Demonstrates team concept and the ability to communicate effectively and complete requirements of previous levels.

3. **Registrar III** – Is a position that requires a Registrar to show expertise in registration, admissions, managing patient accounts accurately, insurance eligibility work list reporting, collection experience, possess excellent customer service skills, attend monthly staff meetings, and are cross trained to cover 3 hospital departments. A Patient Access Registrar III must maintain 95% accuracy proficiency in all job related responsibilities, and duties as assigned. Demonstrates team concept and the ability to communicate effectively and completed requirements of previous levels.
4. **Registrar IV** - Is a position that requires a Registrar to show expertise in registration, admissions, managing patient accounts accurately, insurance eligibility work list reporting, collection experience, possess excellent customer service skills, attend monthly staff meetings, and are cross trained to cover 4 or more hospital departments. A Patient Access Registrar IV must maintain 96% accuracy proficiency in all job related responsibilities and duties as assigned. Demonstrates team concept and the ability to communicate effectively and completed requirements of previous levels.
5. **Patient Access Supervisor** – Is a position that will only be given to one staff member who has demonstrated expertise in Patient Access department processes. This position requires a Registrar to demonstrate a minimum of 97% accuracy proficiency for patient registration & admission expertise and all job related responsibilities, duties as assigned, possess excellent customer service skills, attend monthly staff meetings, accurately compiles timesheets, and are cross trained to cover all ancillary departments. This position also requires a minimum of 3 years registration experience, 6 months requirement of error reporting, Q/A reporting, has successfully acted as back up to the Director of Patient Access during the presence of or absence thereof, corrective maintenance on accounts, insurance verification work list reporting, represent the department on hospital committees, department head meetings, and all other duties as assigned by the Director of Patient Access.

PROCEDURE:

1. **Advancement from Registrar I to Registrar II:**
 - a. Demonstrates 95% proficiency in all aspects of the patient registration process.
 - b. “Meets the expectation” on the annual performance evaluation for all requirements.
 - c. Ability and willingness to plan for and perform additional duties, responsibilities, and functions as assigned.
 - d. Ability and willingness to be flexible in covering open registration shifts, including 2nd shifts, weekend shifts, and shifts within other departments in which the Registrar has been trained to cover. Demonstrates a positive attitude and willingness to participate as a team.

Patient Access Registration Ladder Requirements

- e. Active participation in quality assurance and performance improvement initiatives in conjunction with the department Director.
- f. Successfully complete all in house training courses.
- g. Has maintained attendance and punctuality as defined in Cottage Hospital Policy.
- h. Attends staff meetings, only having up to 2 excused/absences in a 12 month period.

Maintenance:

The Registrar must maintain a registration accuracy of 95% proficiency in all aspects of the patient registration process, and responsibilities as evidenced by an annual performance evaluation with a minimum rating of “meets the standard” on all requirements; the Registrar cannot have any “does not meet the standard”. The employee level will be re-evaluated at the semi-annual review and if necessary, further education and corrective actions will be implemented to bring the employee requirements to meeting the standard.

2. Advancement from Registrar II to Registrar III.

- a. Demonstrates proficiency requirements in all aspects of the patient registration process.
- b. “Meets the expectation” on the annual /semi-annual performance evaluation for all requirements.
- c. Demonstrates successful team leadership by providing direction, focus control and effectively assists with facilitating and implementing goal achievement.
- d. Provides effective mentoring, training, and serves as the departmental expert resource for the assigned specialty within the department
- e. Is responsible for assisting with the active and ongoing quality assurance and process improvement initiatives within the department in conjunction with the department Director.
- f. Attends staff meetings, only having up to 2 excused/absences in a 12 month period.
- g. Has developed and maintained effective working relationships as a liaison from the Patient Access Department to other departments within the hospital and with external third parties.
- h. Consistent attendance and punctuality according to Cottage Hospital Policy.
- i. Volunteers for 2 or more Cottage Hospital sanctioned events.
- j. Serves as a Patient Access representative on Cottage Hospital committees as directed by department Director.

Patient Access Registration Ladder Requirements

Maintenance:

The Registrar must maintain a registration accuracy of 95% proficiency in all aspects of the patient registration process, and responsibilities as evidenced by an annual performance evaluation with a minimum rating of “meets the standard” on all requirements; the Registrar cannot have any “does not meet the standard”. The employee level will be re-evaluated at the semi-annual review and if necessary, further education and corrective actions will be implemented to bring the employee requirements to meeting the standard.

3. Advancement from Registrar III to Registrar IV

- a. Demonstrates 96% quarterly proficiency requirements in all aspects of the patient registration process.
- b. “Meets the expectation” on the annual /semi-annual performance evaluation for all requirements.
- c. Demonstrates successful team leadership by providing direction, focus control and effectively facilitates goal setting and goal achievement.
- d. Provides effective mentoring, training, and serves as the departmental expert resource for the assigned specialty within the department.
- e. Is responsible for active and ongoing quality assurance and process improvement initiatives within the department in conjunction with the department Director.
- f. Attends staff meetings, only having up to 2 excused/absences in a 12 month period..
- g. Has developed and maintained effective working relationships as a liaison from the Patient Access Department to other departments within the hospital and with external third parties.
- h. Consistent attendance and punctuality according to Cottage Hospital Policy.
- i. Volunteers for 4 or more Cottage Hospital sanctioned events.
- j. Serves as a Patient Access representative on Cottage Hospital committees as directed by department Director.
- k. Become one of the designated Registrar Trainers for new hires.

Maintenance:

The Registrar must maintain a registration accuracy of 96% proficiency in all aspects of the patient registration process, and responsibilities as evidenced by an annual performance evaluation with a minimum rating of “meets the standard” on all requirements; the Registrar cannot have any “does not meet the standard”. The employee level will be re-evaluated at the semi-annual review and if

Patient Access Registration Ladder Requirements

necessary, further education and corrective actions will be implemented to bring the employee requirements to meeting the standard.

4. Advancement from Registrar IV to Patient Access Supervisor

- a. Demonstrates 96% quarterly proficiency requirements in all aspects of the patient registration process.
- b. “Meets the expectation” on the annual /semi-annual performance evaluation for all requirements.
- c. Demonstrates successful team leadership by providing direction, focus control and effectively facilitates goal setting and goal achievement.
- d. Provides effective mentoring, training, and serves as the departmental expert resource for the assigned specialty within the department.
- e. Is responsible for active and ongoing quality assurance and process improvement initiatives within the department in conjunction with the department Director.
- f. Attends staff meetings, only having up to 2 excused/absences in a 12 month period.
- g. Has developed and maintained effective working relationships as a liaison from the Patient Access Department to other departments within the hospital and with external third parties.
- h. Consistent attendance and punctuality according to Cottage Hospital Policy.
- i. Volunteers for 4 or more Cottage Hospital sanctioned events.
- j. Services as a Patient Access representative on Cottage Hospital committees as directed by department Director.
- k. Become one of the designated Registrar Trainers for new hires.
- l. Accurately review and correct payroll sheets on a weekly basis.
- m. Run all daily accuracy reports to review and delegate for corrections.
- n. Run Patient Access staff meetings in the absence of the Director of Patient Access.
- o. Will find and/or delegate coverage responsibilities for unscheduled absences; the Patient Access Resource Specialist will be the last resort for coverage.
- p. Will assume the role of second in charge of the department behind the Director; will also be the point of contact in the absence of the Director.

Patient Access Registration Ladder Requirements

Maintenance:

The Registrar must maintain a registration accuracy of 97% proficiency in all aspects of the patient registration process, and responsibilities as evidenced by an annual performance evaluation with a minimum rating of “meets the standard” on all requirements; the Registrar cannot have any “does not meet the standard”. The employee level will be re-evaluated at the semi-annual review and if necessary, further education and corrective actions will be implemented to bring the employee requirements to meeting the standard.

5. Prior to the Registrar’s annual evaluation he/she must submit a request for consideration for Patient Access Registration Ladder advancement by following the steps listed below:

- a. Complete a self-assessment that specifically addresses the qualifications for advancement outlined above.
- b. Provide evidence of successful completion of management approved training and/or educational courses. This may include, but is not limited to college courses, home/self study programs, and computer training seminars/meeting, sponsored by professional organization such as NHHA, HFMA, NEAH, and NAHAM.
- c. Schedule an interview with the Director of Patient Access.

The Director of Patient Access will evaluate the applicant’s qualifications for advancement and make recommendation to the CFO within two weeks of the applicant’s interview.

The applicant will be notified of the results of the advancement request within 30 days, with reasons for decision.

Unsuccessful Registrar applicants are eligible to reapply for advancement consideration at his/her next annual performance evaluation

Revised 5-5-2012

EagdWV^W` [XV3Zl Z[fW6[dWfadaXBSf[Wf 3UWd 5affSYW. aeb[fS†I aaVen[^W@. ž
I Z[fWgeW [Xad_ Sf[a` Xb_ I Wfi adZŽbagY See: aebf[S†S` V fZW6VWV_ TWd\$` " * S` V EVWfW_ TWd\$` " +
[eegV#aX: aeb[fS^3UWd? S` SYW_ WfSedWVWUWfa UdVfWfZ[eDW[eSf[a` >SVWd TSeW a` fZW WVe
aX5affSYW. aeb[fSž