

Promotion Ladder for Admissions

Purpose: The Promotion Ladder for Admissions allows staff the opportunity to professionally advance within the department, receive recognition through the national certification program that NAHAM (National Association of Health Access Management) offers, as well as receive monetary acknowledgement of professional achievements.

ADMISSIONS REPRESENTATIVE LEVEL I (Pay Scale 11)

- 2-3 years of customer service experience or medical office setting required
- 112 keystrokes per minute with less than 5% error rate
- Completion of all orientation checklists
- Completes organizational exam (safety, infection control, etc.)
- Obtains annual PPD TB skin test screening
- Maintain accuracy rate of 2.7 and meet productivity standards
- Attends all required organizational and department training programs
- 80% attendance rate of monthly staff meetings
- Good customer service skills (telephone as well as in person)
- Good interpersonal skills with co-workers and other department staff
- Follow department/hospital policy and procedures
- Receive a score of 90 or higher on annual evaluation
- Contribute to the overall department goal of 100% preregistration of all scheduled patients
- Maintain collection goal set in annual evaluation
- Successfully pass annual registration competency with 90% or higher

o (Failure to pass the annual registration competencies will result in staff member being mandated to go through the New Hire Class and pass competency with 90% or higher. Failure to pass mandated New Hire class will result in staff member losing their EPIC access and will be subject to disciplinary action, up to and including termination.)

Requirements for advancement to Admissions Representative Level II

- ✓ Meet Admissions Representatives Level I requirements
- ✓ Successfully pass a medical terminology test
- ✓ Successfully pass the Certified Healthcare Access Associates (CHAA) exam
- ✓ Receive a score of 90 or higher on annual evaluation
- ✓ Participate in one departmental quality initiative
- ✓ Cross-train to Kid surgery, Day surgery, and Inpatient admissions and maintain an 90% proficiency in competency test
- ✓ Exceed Level I copay collection goal by at least 10%

ADMISSIONS REPRESENTATIVE LEVEL II — Must have a minimum of one year in Admissions. (5% increase in pay from Admissions Representative I. Pay Scale 11.) Unlimited positions available based on qualifications.

- Obtains annual PPD screening on time with minimal supervision or reminders
- Completes organizational exam (safety, infection control, etc) with minimal supervision or reminders
- Reach and maintain accuracy rate of 2.7 and consistently exceed productivity standards
- Present at least two in-services annually to the department staff
- Review at least two departmental policies annually for currency and completeness
- Actively participate in at least one performance improvement project for the department
- Attend at least one work improvement training session annually and must be initiated by the employee

Assist with the rollout of projects as directed by the supervisor or director

- Maintain CHAA certification
- Receive a score of 90 or higher on annual evaluation
- Consistently meet copay goal set in annual evaluation. (Must be at least 15% higher than Level I goal)
- Successfully pass annual registration competency with 95% or higher

o (Failure to pass the annual registration competencies will result in staff member being mandated to go through the New Hire Class and pass competency with 90% or higher. Failure to pass mandated New Hire class will result in staff member losing their EPIC access and will be subject to disciplinary action, up to and including termination.)

Requirements for advancement to Admissions Representative Level III — Meet Admissions Representatives Level II requirements.

- ✓ Successfully pass the Certified Healthcare Access Manager (CHAM) exam
- ✓ Demonstrate working knowledge of spreadsheets and data collection
- ✓ Review at least four departmental policies and procedures for currency and completeness
- ✓ Initiate at least one performance improvement project for the department annually that results in a change of process
- ✓ Consistently exceed departmental accuracy standard of 2.7
- ✓ Exceed Level II copay collection goal by at least 10%

ADMISSIONS REPRESENTATIVE LEVEL III — Minimum of three years in Admissions. (5% increase in pay from the Admissions Representative Level II. Pay Scale 13.) Unlimited positions available based on qualifications.

- Assist with the development of orientation schedules and preceptor new employees, including follow-up process
- Attend local workshops sponsored by professional organizations
- Present at least one in-service quarterly to the department staff
- Review and/or develop at least six departmental policies annually
- Assists in collecting and analyzing data as requested
- Attend at least two work-improvement training sessions annually and must be initiated by the employee
- Assist with project development as directed by supervisor or director
- Maintain CHAM certification
- Receive a score of 90 or higher on annual evaluation
- Consistently meet copay goal set in annual evaluation. (Must be at least 15% higher than Level II goal)
- Successfully pass annual registration competency with a 100%

o (Failure to pass the annual registration competencies will result in staff member being mandated to go through the New Hire Class and pass competency with 90% or higher. Failure to pass mandated New Hire class will result in staff member losing their EPIC access and will be subject to disciplinary action, up to and including termination.)