

## 1. General Information

<b>Position Title:</b>	<b>Patient Services Centre Manager</b>
<b>Position Reports to:</b>	Operations Manager
<b>Enterprise/Individual Agreement:</b>	
<b>Classification/Grade:</b>	
<b>Resource Management</b> (for Management positions only) <b>Number of Direct Reports:</b> <b>Budget under management:</b>	Patient Services Consulting Suites Health Fund Estimates + Clinical Documentation
<b>Key Relationships - internal and external</b>	Perio-Op Services Managers Theatre Utilisation Manager Hospital Coordinator Service Doctors and Practice Managers Ward NUMs

## 2. Overview of Epworth HealthCare

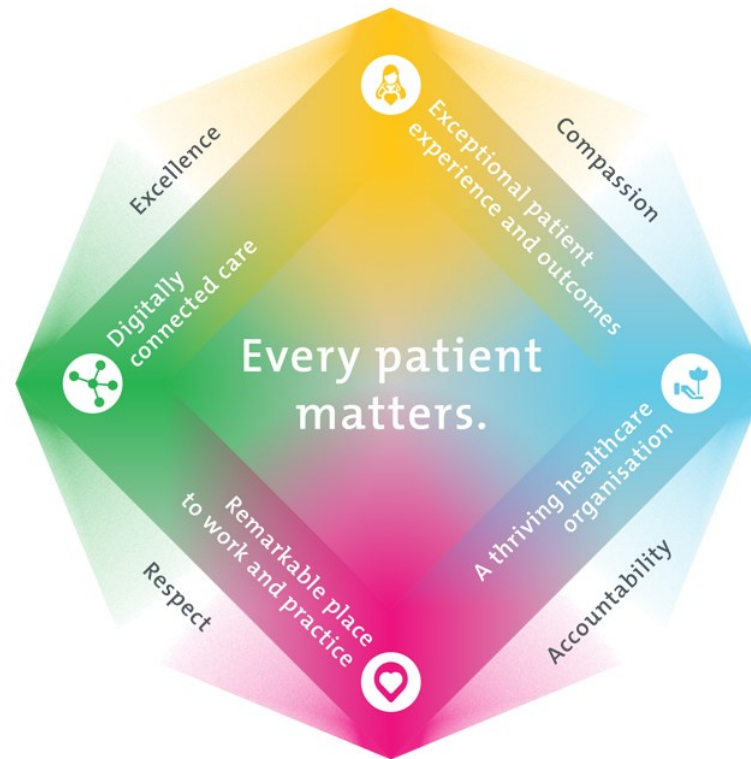
Epworth HealthCare is Victoria's largest not-for-profit private health care group, renowned for excellence in diagnosis, treatment, care and rehabilitation. Epworth is an innovator in Australia's health system, embracing the latest in evidence-based medicine to pioneer treatments and services for our patients.

Epworth's values define our approach and our delivery. We pride ourselves on communicating our values and delivering on them in a real and meaningful way. Our Values are Compassion, Accountability, Respect and Excellence. More information can be found on the [Epworth website](#).

Epworth's purpose is Every Patient Matters.

Our Vision is Delivering another 100 years of exceptional healthcare and innovation to the Victorian community.

## 3. Epworth HealthCare Strategy



All roles are linked to the Epworth strategy and are fundamental in achieving its vision and purpose.

**Exceptional patient experience and outcomes** - To empower our patients and deliver compassionate, expert and coordinated care.

**A thriving healthcare organisation** - To adapt and grow in a changing healthcare landscape by delivering a unique private not-for-profit healthcare organisation.

**Remarkable place to work and practice** - To ensure Epworth is an outstanding place to work and practice through a culture of care and investment in our people.

**Digitally connected care** - To innovate and improve the digital experience, interactions and outcomes for our patients, staff and doctors.

## 4. Purpose of the Position

The primary function of the Patient Services Manager is to provide leadership and operational management to the Patient Services Centre in line with the strategic direction of Epworth Eastern Hospital, in particular to ensure best practice in customer service and patient experience from booking to day of surgery, and providing clinical care outcomes to the highest standards

As a member of the senior leadership team, the Patient Services Manager will demonstrate strong leadership and change management capability and experience, able to lead and motivate a high performing team that is committed to a culture of “Excellent Everywhere Everyday”.

## 5. Clinical Governance Framework

This role is required to put into practice the Clinical Governance Framework at Epworth as every employee is accountable for ensuring that our patients and community receive safe, high quality and person-centred care in every interaction with Epworth. This is achieved through active participation in the five domains of clinical governance at Epworth:

Clinical Governance Domain	Role
<i>Leadership and culture</i>	Promote and participate in a supportive, fair and transparent culture where lessons from previous outcomes are learned and patient safety and quality is a priority at all levels of the organisation.
<i>Consumer Partnerships</i>	Understand and where relevant, ensure that each patient is actively involved in their own care and treatment including families/carers wherever possible.
<i>Effective Workforce</i>	Develop and maintain one’s own competency, skills and knowledge to ensure high quality service provision and care.
<i>Clinical Safety and Effectiveness</i>	Understand and where relevant, ensure, that the right care is provided to the right person at the right time, in the right place and patient outcomes are monitored and improved.
<i>Risk Management</i>	Be responsible for identifying and reporting risks, hazards and near misses for people in our care and participating in risk mitigation strategies.

## 6. Key Accountabilities

KEY RESPONSIBILITIES	MEASURES/KPIs TO BE ACHIEVED
<p><b>PEOPLE</b></p> <ul style="list-style-type: none"> <li>Lead and facilitate effective team work across the Patient Services Centre</li> <li>Build and maintain effective professional relationships with all key stakeholders;</li> </ul>	<ul style="list-style-type: none"> <li>Strong leadership and management of staff, modelling and leading a positive culture that builds a working environment in line with Epworth’s goal to be an employer of choice;</li> </ul>

# Position Description



<ul style="list-style-type: none"> <li>• Strong leadership and management of staffing, recruitment, retention and performance management</li> <li>• Mentor and develop staff to meet current and future service and clinical delivery needs.</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure all HR KPIs are maintained at agreed levels;</li> <li>• Build workforce capability that ensures staff skills are maintained and developed to meet current and future business needs;</li> <li>• Ensure strong relationships are built and maintained with key stakeholders to ensure the effective and efficient patient admissions and day of surgery process</li> </ul>
<p><b>SERVICE</b></p> <ul style="list-style-type: none"> <li>• Implementation of the new Patient Services Centre model ensuring staff take up and delivery is to agreed timelines and quality levels;</li> <li>• Ensure all staff have a key focus on excellence in customer service and patient experience able to delivery outcomes to the highest quality;</li> <li>• Oversee and lead the team to ensure the complete end to end process of patient admissions and liaison is delivered to agreed standards and processes meeting all set KPIs and service standards and in compliance with all appropriate policies, procedures and legislation;</li> <li>• Liaise with theatre managers, doctors rooms and Bed coordinator to ensure the effective management of theatre utilisation, patient bookings,hospital admissions and day of surgery are managed effectively;</li> <li>• Implement and uphold the processes and intent of Epworth Excellence Principles</li> <li>• Identify and implement process improvements to ensure a culture of continuous improvement</li> </ul>	<ul style="list-style-type: none"> <li>• Lead and model an environment that is focussed on customer service, clinical care and patient experience to the highest standards in line with strategic and operational plans, as measured through:             <ul style="list-style-type: none"> <li>– Agreed outcomes;</li> <li>– Leader Evaluation Management monthly/annual;</li> <li>– Patient complaints/compliments and Press Ganey patient satisfaction surveys;</li> <li>– Doctor and staff satisfaction surveys.</li> </ul> </li> <li>• Ensure the end to end process of patient admissions is managed effectively, efficiently and to agreed service standards and in line with key policies and procedures, as measured by set KPIs, including effective management of :             <ul style="list-style-type: none"> <li>– Patient bookings;</li> <li>– Theatre bookings</li> <li>– Patient Liaison and communication;</li> <li>– Health fund checks and payment;</li> <li>– Day of Surgery pre-intake and intake;</li> <li>– Doctor’s Room Liaison</li> </ul> </li> <li>• Implementation and promotion in line with Epworth Excellence Principles, such as AIDET.</li> </ul>

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<p><b>QUALITY</b></p> <ul style="list-style-type: none"> <li>• Patient details, billing and admission processes are accurate, timely and systems utilisation maximised effectively;</li> <li>• Quality improvement plans and outcomes are document and reported regularly;</li> <li>• Processes and procedures are regularly reviewed and improvements to service delivery identified and implemented;</li> <li>• OHS standards are maintained and staff work in a safe and healthy work environment;</li> </ul>	<ul style="list-style-type: none"> <li>• Development and execution of the Patient Services Centre Operational Plan;</li> <li>• Actively lead and participate in all components of the quality improvement and accreditation cycle;</li> <li>• Lead and manage a process of continuous improvement;</li> <li>• Risk is minimised and effectively managed and reported;</li> <li>• Lead and promote a safe workplace in line with OHS Policies and Procedures.</li> </ul>
<p><b>GROWTH</b></p> <ul style="list-style-type: none"> <li>• Maximisation of effective theatre usage and patient bookings;</li> <li>• Ensure staff KPIs and training is up to date, and that staff are skilled in the use of all systems, processes and customer service standards;</li> <li>• Actively participate in your own professional development.</li> <li>• Participate as an effective member of the Epworth Eastern management team, and sit on committees from time to time as required.</li> </ul>	<ul style="list-style-type: none"> <li>• Assist in ensuring theatre utilisation is maximised through effective management of theatre bookings and lists;</li> <li>• Foster an environment of continuous learning for all staff, ensuring all mandatory training requirements are up to date for all staff;</li> <li>• Ensure you take an active role in manage and maintain your own knowledge and professional development.</li> </ul>
<p><b>FINANCE</b></p> <ul style="list-style-type: none"> <li>• Oversee and management the Health Fund Insurance Checks and ensuring patient billing is accurate and within agreed margins.</li> <li>• Ensure budget is managed effectively and to agreed outcomes;</li> <li>• Liaise with the finance team to resolve financial issues and ensure billing efficiency</li> <li>• Effective management of staff costs.</li> </ul>	<ul style="list-style-type: none"> <li>• Effective management of costs and revenues within agreed budget levels, meeting or exceed agreed outcomes of patient billing, budget/revenue targets;</li> <li>• Effective management of staffing KPIs in line with agreed levels.</li> <li>• Effective reporting on all budget processes and outcomes.</li> </ul>
<p><b>Customer Service</b></p> <p>Epworth is committed to the provision of excellent customer service to all of our people, customers and stakeholders including patients and external suppliers.</p> <p>Superior patient service leads to improved healing in a trusting, caring environment and creates a safe environment for patients and employees.</p>	<ul style="list-style-type: none"> <li>• Patient and customer service satisfaction surveys within agreed targets</li> <li>• Use AIDET principles in all interactions</li> <li>• Compliments to complaints ratios</li> <li>• Completes leader rounding at agreed frequency</li> <li>• Issues are escalated to the manager and resolved in a timely manner</li> </ul>

<ul style="list-style-type: none"> <li>• Role model and actively promote a culture of high quality patient care</li> <li>• Provide excellent, helpful service to patients, visitors and staff</li> <li>• Communicate with clear and unambiguous language in all interactions, tailored to the audience</li> <li>• Build customer relationships and greet customers and patients promptly and courteously</li> <li>• Actively seek to understand patients' and their family's expectations and issues, using multiple strategies</li> <li>• Uses data (such as patient experience feedback) to identify opportunities for improvement in internal processes and systems that directly impact patient care and customer service</li> <li>• Responds quickly and proactively escalate concerns when necessary</li> <li>• Role model and actively promote a culture of high-quality patient care and experience by ensuring that solutions, practices and procedures (such as hourly rounding, leader rounding and bedside handover) are carried out with empathy and compassion</li> </ul>	
<p><b>Safety and Wellbeing</b></p> <p>To ensure a safe workplace is provided for all employees and other personnel including contractors, agency staff, volunteers and students.</p> <ul style="list-style-type: none"> <li>• All employees and other personnel under the authority of the manager are fully informed of the hazards associated with their work activities, adequately trained and instructed in safe work procedures and appropriately supervised. Participate actively and positively in the area of health and safety to reduce all hazards and incidents within the workplace</li> <li>• Integrate and review OHS performance in staff PDPs</li> <li>• Ensure all direct reports are held accountable for safety performance and actions</li> </ul>	<ul style="list-style-type: none"> <li>• Adhere to infection control/personal hygiene precautions</li> <li>• Implement and adhere to Epworth OHS policies, protocols and safe work procedures</li> <li>• Ensure all hazards, incidents and injuries are reported in Riskman within 24 hours</li> <li>• Ensure all hazards, incidents and injuries are investigated and corrective actions implemented within agreed timeframes</li> <li>• Mandatory training completed at agreed frequency</li> </ul>

## 7. Position Requirements/Key Selection Criteria

COMPONENT	
Qualifications	<ul style="list-style-type: none"><li>• Extensive experience in a leadership role managing a team of employees</li><li>• Relevant administration, financial, and human resource management experience</li><li>• Membership of appropriate professional body [highly desirable]</li></ul>

### Document Control

Date Developed:	Date Last Reviewed:	Developed and Reviewed By (Position Title):
December 2023	December 2023	Operations Manager

## 8. Employee Position Declaration

I have read and understand the requirements and expectations of the above Position Description. I agree that I have the physical ability to fulfil the inherent physical requirements of the position, and accept my role in fulfilling the Key Accountabilities. I understand that the information and statements in this position description are intended to reflect a general overview of the responsibilities and are not to be interpreted as being all-inclusive.

Employee Signature: \_\_\_\_\_

Print Name: \_\_\_\_\_ Date: \_\_\_\_\_