**About the San Francisco Department of Public Health**

The San Francisco Department of Public Health (SFDPH) is the largest Department within the City and County of San Francisco. With an annual operating budget of $2.4 billion, SFDPH employs over 8,000 people and contracts for more than $400 million in community-based services. Our mission is to protect and promote the health and well-being for all in San Francisco, and our vision is to make San Francisco the healthiest place on earth.

**Job Description:**

The San Francisco Department of Public Health (SFDPH) is continuing efforts to roll out the Epic electronic health record system across the San Francisco Health Network & Dept. of Public Health. In conjunction with these rollouts, SFDPH is working to optimize revenue cycle performance using Epic to support our mission through funding and resources. Similarly, SFDPH seeks to improve access channels to ensure referrals for specialty care, mental health, non-acute services, and more are simplified and standardized across the San Francisco Health Network. This is a pivotal component to SFDPH’s digital transformation and to the advancement of the Mental Health San Francisco initiative as the city works to reinvent how we support and address mental health issues in our community.

Under the direction of the EHR Epic Program Director, the Epic Access and Revenue Cycle Manager will manage an IT and workflow team while serving as the central contact person for Epic Access and Revenue modules/teams. These modules include Grand Central, Cadence, Prelude, HIM, Hospital Billing, Professional Billing, Home Health Billing, and Claims. Future modules will include Welcome Kiosk and potentially solutions for mental health billing. The Epic Access and Revenue Cycle Manager is also responsible for engaging key financial stakeholders to align IT resources in support of the organization’s financial goals and objectives. The Epic Access and Revenue Cycle Manager works closely with the other IT Managers and operational teams to identify changes required in current workflow, system design, build, and long-term support. The manager will also translate these needs into functional solutions within the teams that they manage.

The individual will set strategic direction and objectives for their teams based on the communicated goals of the organization, the overall IT strategy, and opportunities identified by the Epic Access and Revenue Cycle Manager. The Epic Access and Revenue Cycle Manager oversees coordination between applications, facilitates regular integrated workgroups, follows implementation timelines and strategies relating to access and revenue applications, and ensures the team maintains application related documentation. This position also develops, defines, and coordinates functions and activities among a variety of divisions and systems across SFDPH, affiliate organizations, and third-party partners. This requires cross collaboration with internal SFDPH Operational Groups.

**Essential Duties:**

This is a direct staff management role for a team of more than 15 team members. The Epic Access and Revenue Cycle Manager is responsible for application strategy development, implementation, maintenance, planning, testing, quality assurance, documentation, and user acceptance criteria for Epic patient access and revenue applications.  These activities support SFDPH and Epic users across all applications. SFDPH operates in a complex business and technical environment consisting of multiple institutions and a highly diverse suite of applications.

The 1070 IS Project Director- Epic Access and Revenue Cycle Manager performs the following essential job functions:

1. Organizes, directs, and supervises the work of subordinate staff.
2. Provides feedback and coach staff through professional development.
3. Participates in the development and implementation of goals, objectives, policies, priorities   
   and procedures for the assigned programs.
4. Ensures that activities are completed in a timely and efficient manner consistent with defined policies and regulations.
5. Assumes significant responsibility for the preparation and administration of assigned budget(s).
6. Represents the department at various meetings.
7. Coordinates training programs for staff and users; designs, funds, schedules, and/or arranges for outside trainers.
8. Functions as liaison to other units or departments for data processing activities; coordinate sharing of common software applications and data.
9. Develops and presents information systems Master Plan.
10. Develops, programs, and maintains unit data processing applications.
11. Reviews and provides direction for system production activities.
12. Installs new devices and software for computer and telecommunication systems; and/or coordinate installation plans with vendors, administrators, users, programmers, analysts, etc.
13. Performs complex system administrator and/or production functions for computer and communication systems.
14. Monitors, analyzes, and resolves problems for systems with varied environments, including PC-based networks, mini computers, mainframes and the like.
15. Evaluates hardware and software.
16. Coordinates consultants in the purchase of hardware and software and the establishment of custom software applications for departments.

The 1070 IS Project Director- Epic Access and Revenue Cycle Manageralso performs other duties as required.

**Minimum Qualifications:**

1. **EDUCATION:**Requires an associate degree in computer science or a closely related field from an accredited college or university OR its equivalent in terms of total course credits/units [i.e., at least sixty (60) semester or ninety (90) quarter credits/units with a minimum of twenty (20) semester or thirty (30) quarter credits/units in computer science or a closely related field]; **AND**
2. **EXPERIENCE:** Seven (7) years of experience in system administration, information systems development, maintenance and support, or information technology project management, including two (2) years of supervisory experience; **AND**
3. **Certification:** Epic Certification.

*One year of full-time employment is equivalent to 2,000 hours of work experience (2,000 hours of qualifying work experience is based on a 40-hour work week). Any overtime hours that you work above 40 hours a week are not included in the calculation to determine full-time employment.*

The above minimum qualifications reflect special conditions associated with the position(s) to be filled. They may differ from the standard minimum qualifications associated with this class code.

**Substitution:**Additional experience as described above may be substituted for the required degree on a year-for-year basis (up to a maximum of two (2) years). One (1) year is equivalent to thirty (30) semester units / forty-five (45) quarter units with a minimum of 10 semester / 15 quarter units in computer science or a closely related field.

**Applicants must meet the minimum qualification requirement by the final filing date unless otherwise noted.**

**Desirable Qualifications:**The stated desirable qualifications may be used to identify job finalists at the end of the selection process when candidates are referred for hiring.

* Hold one or more of the following Epic Certifications:
  1. Grand Central,
  2. Cadence,
  3. Prelude
  4. Health Information Management (HIM)
  5. Hospital Billing
  6. Professional Billing
  7. Home Health Billing
  8. SBO Claims
* Experience managing large teams in a complex integrated environment.
* Project management and process leadership.
* Strong communication skills.
* Experience and working knowledge of medical claims billing processes and procedures; a strong knowledge of the end-to-end processes which drive successful revenue cycle outcomes.
* Working vocabulary of healthcare revenue cycle terminology (AR days, minimum days, claim edits, etc.).
* Working knowledge of applicable federal, state, local, and private laws, and regulations in relation to the processes of the area of purview and electronic health records.
* Proficiency with basic word processing and presentation applications (i.e., MS Office: Word, Excel, PowerPoint) required; knowledge of flow diagramming applications and collaboration platforms, (i.e. Visio, SharePoint) required.
* Knowledge of Lean fundamentals including, but not limited to, A3 thinking, Value Stream Mapping and Kaizen events.
* Knowledge of HL7 standard integration and Microsoft SQL databases.