

**Presbyterian Medical Center  
of the University of Pennsylvania Health System**

**Patient Access and Business Operations  
Department**

Patient Access Management Philosophy
Recruit and select the <b>right person</b>
Insure that staff are placed in the <b>right jobs</b>
Develop and provide staff the <b>right training</b>
Position staff to perform job tasks in the <b>right environment</b>
Create a work environment that encourages all staff and management leadership to identify service process obstacles and to develop alternative solutions
Recognize that a <b>shared value environment</b> , which emphasizes communication, cooperation and collaboration, is imperative when developing a teamwork approach designed to secure a " <b>driven-by-team success</b> " attitude among department staff
Establish a <b>shared value environment</b> by: <ul style="list-style-type: none"> <li>• developing role understanding</li> <li>• building a shared vocabulary</li> <li>• strengthening trust among employees</li> <li>• promoting delegation and empowerment</li> <li>• defining behaviors, protocols, and codes of behavior</li> </ul>
Patient Access Management Goals and Objectives
Enhance quality of service
Improve cash collections
Expand value added program service
Reduce inefficiencies and expenses
Deliver 100% customer satisfaction
Position the department for increased automation
Anticipate and prepare for healthcare standardization
Create a <b>CAN-DO</b> environment by developing skills and knowledge
Develop a <b>WILL-DO</b> attitude by increasing self-motivation among the staff