Name of Policy: Patient Access Productivity
Policy Number: 3364-132-18
Approving Officer: Chief Financial Officer
Responsible Agent: Director, Patient Access
Scope: The University of Toledo Medical Center
Patient Access Department

THE UNIVERSITY OF TOLEDO

Effective date: October 1, 2017
Initial effective Date: January 7, 2007

☐ New policy proposal ☐ Minor/technical revision of existing policy
☒ Major revision of existing policy ☐ Reaffirmation of existing policy

(A) Policy statement

Patient Access employees are expected to maintain productivity standards based on the department Standard Operating Procedures. UT Health requires that all services are processed in an efficient and timely manner to assure accurate and timely billing practices.

(B) Purpose of policy

Provide a comprehensive registration productivity standard.

(C) Procedure

I. Departmental Productivity Standards
   a. Each Patient Access area will have department specific productivity standards. See Standard Operating Procedures in each department for specific productivity standards.

II. Productivity standards will begin to be assessed during the employee’s probationary period.

III. At the end of the probationary period, staff is accountable to their individual productivity score as it relates to the standard set by the department.

IV. Patient Access staff is expected to meet the minimum productivity standards set by their department (see standard operating procedures).

V. Management will review individual productivity standards monthly, but as often as needed if not met.
   a. Staff is required to communicate with management any barriers to meeting productivity standards.
   b. Management will provide needed education and assistance to barriers as allowed.

VI. Failure to meet the posted productivity standard may result in an action plan or progressive disciplinary action.
Approved by:

Laura Kern
Laura Kern, Director – Patient Access

Date 10/19/2017

Sherri Boyle
Sherri Boyle, Chief Financial Officer – UTMC

Date 10/19/2017

Review/Revision Date:
1/7/2007
5/1/2009
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Policies Superseded by This Policy: None