RUDISH HEALTH | LEADERSHIP PROFILE

DIRECTOR, REVENUE CYCLE

Northwell Health®

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Position	Director of Revenue Cycle
Organization	Northwell Health
Location	Long Island, NY or hybrid eligible with occasional travel around Northwell's enterprise footprint* *FL, GA, NY, NJ, NC, SC, TN, TX, VA
Website	www.northwell.edu

Opportunity

Northwell Health, a premier $18.6B system which stands as the largest healthcare provider and private employer in New York, is seeking a highly qualified and influential professional for its next Director of Revenue Cycle.

As a system-level Director within Northwell's Revenue Cycle advisory division, this individual will hold a vital consulting and operations combination role working hand-in-hand with the Vice President of Revenue Cycle Management as well as enterprise customers of the function across company lines. The Director will be responsible for supporting the AVP and Vice President in conducting internal revenue cycle consulting projects to assess key issues, guide operational leaders on improvements, evaluate payments from strategic partnerships, recommend leading practices, and implement initiatives with tools for financial success. In addition to supporting the continued integration of payment activities with Northwell's ancillary and continuing care books of business, a key responsibility in the first year will be to help new businesses integrate into the enterprise's management of revenue cycle including Northwell's emerging ambulatory surgery joint ventures, urgent care centers, and anesthesiology businesses.

An exciting opportunity for a smart performance improvement leader, the successful candidate will bring a strategic consulting mindset to the role and serve as a collaborate influencer across the enterprise revenue cycle portfolio to implement a proactive, leading, and integrated practice for Northwell's growing book of assets. This individual benefits from a runway for upward professional development with executive exposure and placement opportunities in a number of business areas around the network. Leveraging Northwell's strong brand and commitment to innovation, the Director will make a lasting impact at this health system with its extensive care network by helping improve the health and quality of life of the communities they serve through world-class service and patient-centric care.

Northwell Health

Northwell Health, Inc. ("Northwell") is a network of clinicians, collaborators, research pioneers, entrepreneurs and educators that is approximately 90,000 employees strong. As the largest health system and largest private employer in New York State, they are privileged to treat more New Yorkers—over 3.8 million each year—than anyone else.

Petrocelli Pavilion at North Shore University Hospital in Manhasset, NY

Their network of 12,000 credentialed physicians and 19,000 nurses work in a variety of settings across the health system, including 21 hospitals and more than 900 outpatient facilities, the Feinstein Institute where breakthroughs are made, and innovative education programs combine with the nation's largest medical residency program in the country. They define tomorrow's health care through clinical care, community health, education, research, and entrepreneurship.

Northwell Health strives to improve the health of the communities they serve and are committed to providing the highest quality clinical care; educating the current and future generations of healthcare professionals; searching for new advances in medicine through the conduct of biomedical research; promoting health education; and caring for the entire community regardless of the ability to pay. Last year, Northwell contributed $2.6 billion to charity care and community benefit.

Northwell Health is deeply committed to the highly varied needs of its multicultural communities, working with community partners to address the social determinants of health, and empowering its workforce to innovate and excel. The system actively engages its many patient and family advisory councils in all aspects of quality improvement and work with its communities. The system is committed to improving value by reducing disparities and costs to the community and increasing access through programs such as free clinics, veterans' services, behavioral health services, and preventative health care education. Northwell also strategically integrates employees in all areas of improvement, encouraging innovation through a "Shark Tank" approach that provides funding for implementation and encourages staff members to come forward with inventions and ideas for funding.

Mission, Vision, and Values

Mission
To improve the health and quality of life of the communities we serve through world-class service and patient-centric care.

Vision
Transformative leadership driving the future of health, wellness and quality-of-life.

Values
Truly Compassionate — Every moment matters. We're passionate about caring for our patients, our communities, and each other.

Truly Innovative —We never settle and our gaze is always set on a better tomorrow.

Truly Ambitious — We grow with integrity, taking every opportunity to redefine what it means to work in health care.

Truly Together — We rely on each other. We couldn't do it on our own, and trust each other to perform seamlessly as one.

Truly Inclusive — We are all unique. We stand united, proud and respectful, always valuing our diversity.

2024 Key Statistics[1]

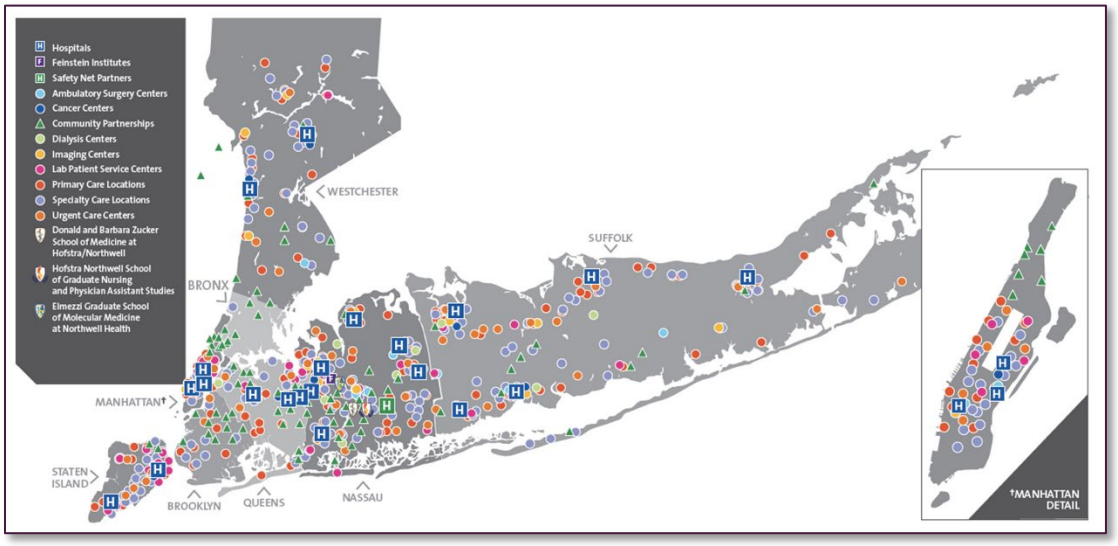
Net Patient Service Revenue: $13B
Physician Practice Revenue: $3.5B
Total Patient Revenue: $16.5B
Other Operating Revenue: $2.1B
Total Operating Revenue: $18.6B
Employees: 90,000
Total Physicians: 12,000+

Total Discharges: 322,833
Licensed Beds: 6,095
Total ER Encounters: 916,925
Health Center Visits: 714,033
Ambulatory Surgery Visits: 190,342
Home Care Admissions: 45,413
Other Outpatient Visits: 1,910,971

1. Source: Annual Financial Information and Operating Data 2024

Locations

Northwell Health is New York's largest healthcare provider with 21 owned hospitals, two long-term care facilities, certified home health care agencies, trauma centers, a hospice network, and over 900 ambulatory and physician practice locations. Northwell's corporate offices are located on Long Island.



Northwell Health's Care Delivery Footprint Across New York

Hospitals

- North Shore University Hospital, including Syosset Hospital
- Long Island Jewish Medical Center, including Long Island Jewish Hospital, Long Island Jewish Forest Hills, Long Island Jewish Valley Stream, Steven and Alexandra Cohen Children's Medical Center of New York, Zucker Hillside Hospital and Orzac Center for Rehabilitation
- Staten Island University Hospital, including North and Prince's Bay campuses
- Lenox Hill Hospital, including Northwell Greenwich Village Hospital and Manhattan Eye, Ear & Throat Hospital
- South Shore University Hospital
- Glen Cove Hospital
- Huntington Hospital Association
- Plainview Hospital
- The Long Island Home (South Oaks Hospital)
- Phelps Memorial Hospital Association
- Northern Westchester Hospital Association
- Peconic Bay Medical Center
- John T. Mather Memorial Hospital

Other Assets

Read more about Northwell's assets, including physician partners, post-acute services, ambulatory specialty centers, and urgent care centers here.

- Northwell Health, Inc. and Northwell Healthcare, Inc. (HCI) – parent holding companies
- Northwell Health Stern Family Center for Rehabilitation (Stern) – skilled nursing facility and rehabilitation center
- Northwell Health Laboratories – laboratory services
- North Shore Health System Enterprises, Inc. and True North Health Services Company, LLC – holding companies for certain related entities
- RegionCare, Inc. – infusion therapy and licensed home health agency services
- North Shore Community Services, Inc. – real estate holdings and related services
- North Shore University Hospital Housing, Inc., North Shore University Hospital at Glen Cove Housing, Inc. and Hillside Hospital Houses, Inc. – housing and auxiliary facilities for students and employees
- Visiting Nurse Association of Hudson Valley, Inc. – licensed home health agency services
- True North Health Pharmacy, Inc. – retail pharmacy
- North Shore-LIJ and Yale New Haven Medical Air Transport, LLC – medical air transport company 90% owned by Northwell
- Long Island Center for Digestive Health, LLC – outpatient endoscopy center 51% owned by Northwell
- Surgical Specialty Center of Westchester, LLC – outpatient ambulatory surgery center 51% owned by Northwell
- The Feinstein Institutes for Medical Research – medical research
- Northwell Health Foundation – fundraising
- Hospice Care Network – hospice services
- Regional Insurance Company Ltd. (Regional Insurance) – captive insurance company providing excess professional liability insurance
- Montauk Risk Retention Group, Inc. – captive insurance company providing professional and general liability insurance
- Northwell Family Health Center at Huntington – community health center
- Staten Island Performing Provider System, LLC – population health organization
- Endoscopy Center of Long Island, LLC – outpatient endoscopy center 73% owned by Northwell
- Endo Group, LLC – outpatient ambulatory surgery center 53% owned by Northwell
- DHCH, LLC (Digestive Health Center of Huntington) – outpatient endoscopy center 51% owned by Northwell
- South Shore Surgery Center, LLC – outpatient ambulatory surgery center 65% owned by Northwell
- Melville SC, LLC – outpatient ambulatory surgery center 50.1% owned by Northwell
- Lynbrook SC, LLC – outpatient ambulatory surgery center 100% owned by Northwell
- Affiliated professional corporations

Awards and Recognition

Northwell Health hospitals and physicians are recipients of numerous quality awards and other types of recognition, including the illustrative awards and designations below. Northwell Health is most awarded health system that is proud to have six hospitals recognized as best in the nation across 39 specialties by U.S. News & World Report—earning more rankings than any other health system in the state.

Reporting Structure

The Director of Revenue Cycle reports to the Vice President of Revenue Cycle Management.

Rose Powers

Vice President, Revenue Cycle Management

Rose Powers has over 20 years of professional experience within military, marketing, consulting, and healthcare and 11 years specific to revenue cycle. She has worked as an emergency room RN on the clinical front, installed and optimized Epic for various hospital systems from a technical perspective, ran advisory engagements for some of the largest for-profit healthcare shops in the country, and worked within the operational side of two of New York's premiere healthcare organizations.

Rose is currently in the role of VP of Revenue Cycle Management for Northwell Health. Aimed at driving high success, she leads a team within an advisory arm of the organization, overseeing integration of payment activities with Northwell's ancillary and continuing care books of business, performance improvement with system-wide revenue cycle functions, and partnerships with non-Northwell systems and groups throughout the greater New York City area. When partnering with these organizations they work to provide them with financial opportunity and best practice revenue cycle methodologies, giving them the tools to then optimize the current state.

Prior to joining Northwell, Rose was the Manager of Revenue Management for NYU Langone Health. She optimized reporting, implemented Tableau software tools to automate ongoing reporting, and continuously identified revenue opportunities to safeguard the financial health of the organization.

Rose genuinely loves working at Northwell and when asked why, she says, "Everyone is intelligent, fair and fun. We not only keep talent but give employees a lot of different opportunities. Northwell cares about its people."

Position Summary

The Director of Revenue Cycle is an internal consultant who directs, plans, organizes, and evaluates systemic approaches that contribute to the capture, management, and collection of patient service revenue. The Director supports the Associate Vice President and Vice President of Revenue Cycle in the overall assessment project plans, conducting the Project Manager role with minimal oversight and managing the creation of materials.

Primary Duties and Responsibilities

- Supports the integration of payment activities with new businesses into the enterprise's revenue cycle management portfolio (e.g., ancillary services and continuing care as well as emerging affiliations such as joint ventures, home health, ambulatory surgery centers, urgent care, and new anesthesia partnerships).
- For network functions and affiliated assets, serves as a revenue cycle consulting trusted advisor who conducts current state payment assessments, identifies key issues for resolution, designs workflow and staffing opportunities for improvement, recommends go-forward leading practices, and implements performance initiatives with tools for financial success.
- Partners with Northwell leaders and non-Northwell hospitals and organizations throughout the greater New York City area to provide them with financial opportunity and best practice revenue cycle methodologies, giving them the tools to optimize current state.
- Communicates with staff members and builds consensus for programs and goals that support a business, function or geographic area.
- Develops and articulates a short-term strategic vision for areas of responsibility.
- Works with the leadership to develop long-term strategic roadmap to consolidate enterprise revenue cycle system portfolio.
- Develops and executes workplans to complete enterprise design, implementation of enterprise revenue cycle systems and transformed workflows.
- Facilitates complex integrated enterprise design session to drive often divergent senior leaders to a single enterprise decision to serve as the foundation for the building of future state applications and workflows.
- Establishes ongoing performance improvement infrastructure, including governance bodies, workgroups, and processes, to facilitate a culture and expectation regarding ever-improving outcomes and efficiencies.

- Collaborates with revenue cycle leadership to routinely monitor strategic operating goals and objectives and confirm ongoing transformation alignment with goals. Participates in operational performance, justification and/or corrective action efforts as appropriate.
- Collaborates with revenue cycle and practice senior leadership to evolve access to critical data to support ongoing business analytics and intelligence. Develops and oversees financial management including budget, salary, capital, and revenue projections.
- Establishes and measures organizational performance against goals and objectives. Develops financial programs consistent with changing regulatory and fiscal environment in accordance with the health system's mission and vision.
- Manages administrative direction of assigned department(s), assesses and makes recommendations to improve the efficiency of current systems/processes. Formulates and implements policies and procedures to facilitate the efficient functioning of related departments. Promotes optimal efficiency and productivity by integrating functions across service lines.
- (If assigned) Selects, develops, manages, and evaluates direct reports and oversees the selection, development, management and evaluation of indirect reports.

Candidate Qualifications

Education

- Bachelor's degree or equivalent combination of education and related experience is required.

Experience and Abilities

- Eight-to-twelve years of provider revenue cycle experience required, with five years in a management role preferred.
- Internal or external revenue cycle consulting experience highly preferred.
- Experience with revenue cycle reporting, data analytics, and process improvement preferred.
- Knowledge of Epic is a bonus.
- Ability to influence and work collaboratively with senior business unit leaders across functions.
- Knowledge of what high performance looks like.
- A "roll-up-your-sleeves" mindset.

Compensation

An attractive compensation and benefits package will be offered, with a base salary of approximately $140,000 to $170,000 (commensurate with the candidate's experience) plus an annual performance bonus and yearly merit increase.

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