

Bio

Name: Cheryl Grendahl, RN, BSN, MBA



Title: Director

Area of Responsibility: Patient Access and Financial Clearance Centers

Time in your current role: 5 years

Time at Trinity Health: 5 years

My background lies in managing operations, teams and processes that establish a foundation for collaborative relationships. A successful change agent that implements improvements that maximize productivity supports quality and efficiencies and embraces patient, physician and staff satisfaction. I excel at directing strategic enhancements to outperform corporate objectives while communicating openly and productively with staff and management teams.

Highlights of my experience include the following:

- Directing the development and implementation of key initiatives to drive organizational success and achievement.
- Spearheading all aspects of staff development and management – including recruitment, training and directions – to stimulate high performing, productive teams.
- Leveraging effective relationship management, problem-solving, and communication abilities to propel enhance productivity and performance.
- Maintaining a reputation for excellent negotiation and presentation skills, cultivating a solid history of productivity and innovation.

Responsible for the development and the implementation of the Patient Access Initiative, the LUHS Access model, which involves the standardization and centralization of registration/scheduling of ambulatory and ancillary services within the Patient Access Center; the Call Connection Center, the general hospital operators/answering service; the development and transition of the Outpatient Pre-Cert team, the Inpatient Pre-Cert team, and the Financial Counselors into the Financial Clearance Center to assure that hospital accounts for services to be rendered are secured and patients aware of their financial obligation of these services. Responsible for the over site of the operations, implementation of Best Practices, work flows, performance management, monitoring and performance to key metric dashboards and Human Resource management for all area. The Patient Access Center is a 24/7 operation that handles over 65,000 calls weekly for Primary Care and Specialty Services; under the direction of a manager and 5 supervisors and 138 staff members. The Financial Clearance Center focuses on both Ambulatory and Inpatient Services – two managers and 60 staff members with a clearance rate on average of 93% within 7 days and decrease of denials related to registration and prior authorization by 25%.

One important lesson that I've have learned: **Life can change in an instant. Make sure you appreciate what you have, while you still have it.**