



**Kim Osinaike, CRCR**  
**Director, Patient Access/Intake Services**  
**Advocate Aurora Health Care**  
**Illinois Masonic Medical Center**

I am the Director of Patient Access/Intake Services at Advocate Illinois Masonic Medical Center located in Chicago, Illinois. I lead both the Denial Management and Financial Assistance committees for my hospital, including strategically leading all Pre-Access, and Registration processes for my hospital. I am an active leader on both the Process Improvement, and Quality Management Oversight Committees. I previously held the position as the Director of Patient Access at Advocate Trinity Hospital and prior, Patient Access Manager at Advocate Good Samaritan hospital. I am an enriched leader with over 28 years of Revenue Cycle operational and strategic leadership ability. I am highly motivated and thrive being connected interpersonally and professionally with everyone. I enjoy networking, influencing and motivating the skills of others. I have been committed to mentoring and developing associates in leadership roles throughout my entire professional career. Through my leadership, I have promoted over 10 associates into managerial roles, and additionally many other associates into front line leadership positions in Patient Access. My background and expertise includes training and coaching in both the physician and hospital revenue cycle arena. In the past I managed the billing operations of revenue cycle for over 11 years, in both the physicians and hospital arena and I have over 13 years of Patient Access leadership experience. I also managed Bed Control and all areas of Patient Access from Pre-Registration, ED registration, Financial Counseling, Order Management, Central Scheduling, and enjoyed leading the Patient Access training program at Rush University Medical Center. I have trained clinical and ancillary professionals in revenue cycle platforms including denial management. I managed Physician's billing and reimbursement for Chicago Institute Neurosurgery and NeuroResearch, Chicago Lakeshore Medical Associates, Illinois Bone and Joint Institute, and Midwest Orthopedics Group. This includes consulting multiple physicians' offices in the revenue cycle operational processes in the Midwest and Eastern regions of the states.

My professional expertise and highlights:

- Lean methodology driving financial stability
- POS Collections
- Process management and reporting expertise
- Denial Management and revenue maximization
- Promoting patients' perception
- Reduction in Scheduling Abandon Rate
- Physician, Clinical and Ancillary Partnership

I currently hold the position of secretary with aIPAM, in my 3<sup>rd</sup> term. I am an active member of Naham, HFMA, HIMSS and IHA organizations and have all FEMA certifications. I attended Northeastern Illinois University and currently in school working towards obtaining my Master's degree at the University of Phoenix, and studying for the CHFP examination. I actively served on the Vestry Board of my church for 2 years and an active member of the Order of Eastern Star organization. I am the proud single mother of three adult sons; Matthew, Jonathan and Isaiah who I love and adore. My oldest two sons are college graduated and my youngest son is finishing up his first year of college.