

NKC Health™

Vice President of Revenue Cycle

Leadership Profile

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WittKieffer

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The Opportunity

NKC Health seeks an energetic, detail-oriented, and experienced executive to serve as its next Vice President of Revenue Cycle. This is a unique opportunity to serve an organization with a strong reputation, a commitment to independence, and a growing market share in a highly competitive market.

NKC Health is a premier healthcare provider in the Greater Northland of the Kansas City metropolitan area, operating a 451-bed hospital with approximately 4,000 employees and an employed medical group consisting of roughly 250 providers across 30 locations. Committed to delivering exceptional patient care, NK Health seeks a strategic and experienced leader to oversee its revenue cycle operations.

The Vice President of Revenue Cycle will report to the Chief Financial Officer and is a key leadership role responsible for consolidating, overseeing, and optimizing NK Health's revenue cycle operations. This position will drive strategic initiatives to enhance financial performance, ensure regulatory compliance, and improve operational efficiency while fostering a patient-centered approach. The ideal candidate will be a proven leader with extensive experience in revenue cycle management within a health system and a commitment to relocating to the Kansas City area.

The successful candidate will have 10 or more years of demonstrated success in progressive revenue cycle leadership roles as part of a complex health system, which includes multiple hospital sites and physician groups. They will demonstrate the ability to collaborate and communicate across the organization with a variety of internal and external stakeholders to accomplish goals critical to success. The ideal candidate will be a results-oriented leader with considerable experience in managing a wide breadth of revenue cycle functions in a complex healthcare environment. They will be viewed as a subject matter expert who is hands-on but also delegates effectively. A master's degree is preferred or an equivalent combination of training and progressively responsible experience.

Organization Overview

NKC Health is a 451-licensed bed, not-for-profit, Joint Commission accredited, full-service hospital located in North Kansas City, Missouri. It has served the residents of the Northland for nearly 70 years.

North Kansas City Hospital and Meritas Health are now NK Health. For nearly 70 years, they have worked to improve the health and well-being of patients and families across their region. As NK Health, they keep that promise every day by bringing innovative, comprehensive care that's always delivered with kindness. With more than 4,700 staff members - including over 600 dedicated physicians - along with specialists and caregivers across 35 locations and counting, NK Health offers everything you need to live your healthiest life.

Over the years, the Hospital has grown significantly and is now a metropolitan medical center that offers five Centers of Excellence in cardiac care, cancer, orthopedics, emergency, and women's health. Through a combination of advanced technology and quality care, they offer an array of inpatient and outpatient services.

In addition to caring for patients, the organization is also committed to the health and well-being of the Northland community and beyond. Last year, the Hospital sponsored 50 charitable and community organizations, serving more than 17,000 people through their dynamic Community Health & Wellness programs.

Mission, Vision, and Values

NK Health's mission, vision, and values guide their actions as they provide comprehensive quality healthcare. They also reflect NK Health's strong commitment to the health and well-being of the Northland and surrounding communities.

Mission

Provide hope and healing to every life we touch.

Vision

Together, become legendary for commitment to remarkable patient care.

Values

Compassion, Teamwork, Respect, Accountability, Quality, Community.

History

NKC Health prides itself on its reputation in the community and has symbolized quality health and wellness in the Northland and surrounding areas. Its history is closely intertwined with the area, starting as a grassroots idea in the mid-1900s to build a community hospital. Local leaders were the seed that sparked local interest and an influx of construction funds. In 1958, the Hospital opened as an 80-bed facility.

Today, the campus spans 69 acres and, in addition to the main Hospital building, encompasses the Pavilion (patient rooms, outpatient services, staff offices, physician offices, and a conference center); Health Center North, which houses Signature Psychiatric Hospital; two physician office buildings, Medical Plaza North and Professional Building North; and NorthCare Hospice House, Northland's only hospice.

Over the last half-century, multiple expansion projects have allowed the Hospital to better serve the needs of the growing community. Between 1960 and 1972, the Hospital added 230 beds, bringing the total number of beds at that time to 310. Additional construction in the early 1990s resulted in 12 floors of private patient rooms.

Between 2000 and 2005, the Hospital focused on the Pavilion project, which increased its bed capacity to 451 and added seven stories for inpatient beds, outpatient services, and additional physician offices. It also created 1,300 parking spaces and expanded the Laboratory and Surgery areas. Walkways on each floor connect the main Hospital with the Pavilion.

In 2013, the Emergency Department was expanded to 42 beds.

Affiliations

The organization's affiliations expand health and wellness services, provide additional care options, and connect the community with the resources it needs to make informed decisions.

NKC Health Medical Group

The NKC Health Medical Group has more than 100 physicians practicing at over 30 clinics in Clay and Platte counties, and it is the largest physician network in the Northland. Meritas Health physicians specialize in [primary care](#), internal medicine, family medicine, geriatric medicine, [pediatrics](#), [obstetrics](#) and [gynecology](#), [cardiology](#), neurology, [endocrinology](#), [pulmonary medicine](#), [general surgery](#), [ENT](#), neurosurgery, [occupational medicine](#) and rehabilitation services.

NorthCare Hospice

[NorthCare Hospice & Palliative Care](#) offers comprehensive hospice services - in-home, in a care facility, or at the [NorthCare Hospice House](#), which is available to patients whose life-limiting illness has become complex and requires symptom management 24 hours a day. Located on the North Kansas City Hospital campus, NorthCare Hospice House provides medical support. NorthCare Hospice is a subsidiary of Kansas City Hospice & Palliative Care.



Midwest Transplant Network



NKC Health works with Midwest Transplant Network (MTN) to facilitate organ and tissue donations. Hospital staff members connect potential donors with MTN, which educates families so they can make informed decisions. In some cases, donors have already indicated their wishes, and MTN confirms that information with the family.

Academic Affiliations

NKC Health also works with high schools, colleges, and universities to support students interested in careers in healthcare. Through its academic affiliations, it gives students access to a range of hands-on clinical experiences and education. These include nursing schools, the School of Clinical Laboratory Science, Northland CAPS, and School-to-Career Programs.

Partnerships

NKC Health partners with other healthcare organizations and community entities to expand access to specialists and provide high-quality healthcare and wellness services close to their patients' homes.

This includes its membership in the Mayo Clinic Care Network, a worldwide network of independent healthcare systems with special access to Mayo Clinic's clinical and professional expertise.

NKC Health also offers the only Level III neonatal intensive care unit in the Northland. Through its partnership with Children's Mercy Hospital, neonatologists and neonatal nurse practitioners provide around-the-clock specialized care for sick newborns. It also accepts babies born elsewhere who need the care NKC Health offers.

In the community, NKC Health partners with other Northland organizations to offer fun and educational health and wellness events that make their community a healthier place to live, work, and raise a family. These partners include Zona Rosa, the North Kansas City YMCA, Platte County Community Centers - North and South, Meritas Health, NKC Schools, and Samuel U. Rodgers Health Center.

More information on the organization can be found at <https://www.nkchealth.org>.

Position Summary

Reporting Relationships

Reporting to the Chief Financial Officer, direct reports include Director of Hospital Patient Financial Services, Director of Physician Enterprise Patient Financial Services, Director of Patient Access, Director of Patient Scheduling, Director of Health Information Management.

Responsibilities

This position is based in North Kansas City, Missouri, with occasional travel to NKC Health's 30 locations in the Greater Northland area. The role requires collaboration with cross-functional teams in a fast-paced, dynamic healthcare environment.

The successful Vice President of Revenue Cycle candidate will:

- Provide leadership, operational oversight, and strategic direction to all aspects directly and indirectly related to revenue cycle success.

- Direct revenue cycle processes utilizing best practices and policies that drive standardization, maximize technology, and support the health system's goals.
- Establish and executes payer-specific operational meetings directed to maximize efficiencies and minimize adjudication delays.
- Drive operational improvements to enhance the patient experience from referral to appointment, optimizing technology for authorization, eligibility, and scheduling.
- Direct, manages, and implements programs to accelerate and maximize cash collections by generating optimal cash flows that meet strategic initiatives while optimizing technology and controlling costs.
- Implement reporting tools and key performance indicator (KPI) dashboards to monitor the performance and effectiveness of all areas of responsibility.
- Monitor system-wide revenue activities for problem identification to enable early detection of operational risks, issues, and improvement opportunities, including corrective action and resolution through task forces and quality improvement teams.
- Develop and implement appropriate training and quality review programs and standards.
- Partner with technology teams to manage the revenue infrastructure requirements and **participate** in solutions that optimize the system's performance.

Goals and Objectives

The following goals and objectives have been identified as priorities for this position:

- **Strategic Leadership:** Develop and implement comprehensive revenue cycle strategies to maximize revenue, reduce denials, and improve cash flow while aligning with NKC Health's mission and goals.
- **Operational Oversight:** Manage all aspects of Patient Access (registration, scheduling, pre-authorization), Health Information Management (coding, documentation, compliance), and Patient Financial Services (billing, collections, customer service).
- **Performance Optimization:** Monitor key performance indicators (KPIs) such as days in accounts receivable, denial rates, and clean claim rates, implementing process improvements to enhance efficiency and accuracy.
- **Team Leadership:** Lead, mentor, and develop a high-performing revenue cycle team, fostering a culture of collaboration, accountability, and continuous improvement.
- **Compliance and Risk Management:** Ensure adherence to federal, state, and payer regulations, including HIPAA, Medicare, and Medicaid requirements, while mitigating financial and operational risks.
- **Technology and Process Improvement:** Oversee the implementation and optimization of revenue cycle technologies (e.g., EHR, billing systems) to streamline workflows and enhance data-driven decision-making.
- **Stakeholder Collaboration:** Partner with clinical, operational, and financial leaders to align revenue cycle processes with organizational objectives and improve the patient financial experience.
- **Financial Reporting:** Provide regular reports and analyses to the CFO and executive leadership, offering insights into revenue cycle performance and recommending actionable strategies.

- **Vendor Management:** Oversee relationships with third-party vendors, including billing and collection agencies, to ensure cost-effective and high-quality service delivery.

Candidate Qualifications

Education/Certification

- Bachelor's degree in healthcare administration, business administration, finance, or a related field required; Master's degree (MHA, MBA, or equivalent) strongly preferred.
- Relevant certifications (e.g., CRCR, CHFP, or CPC) preferred but not required.

Knowledge and Work Experience

- Minimum of 10 years of progressive leadership experience in revenue cycle management within a health system, with a proven track record of driving financial and operational success.

Leadership Skills and Competencies

- Deep knowledge of healthcare revenue cycle processes, including patient access, HIM, and patient financial services.
- Strong understanding of healthcare regulations, payer contracts, and compliance requirements.
- Exceptional leadership and team-building skills, with the ability to motivate and manage diverse teams.
- Analytical mindset with proficiency in data analysis and performance metrics.
- Expertise in revenue cycle technologies and systems (e.g., Epic, Cerner, or similar platforms).
- Excellent communication and interpersonal skills to collaborate with stakeholders at all levels.

The Community

The Northland

Located in the heart of the metro, North Kansas City is located just north of downtown and is a short 20-minute drive from anywhere in metropolitan Kansas City.

Just north of downtown Kansas City lies the "Northland," which consists of communities that lie north of the Missouri River. This includes North Kansas City, Parkville, Liberty, Gladstone, Claycomo, Riverside, Weatherby Lake, Lake Waukomis, and Smithville. It extends as far north as Platte City, Weston, Kearney, and Excelsior Springs.

The Northland encompasses both Platte and Clay Counties, with a large part within the city limits of Kansas City, Missouri. The population in the Northland has doubled since the early 1990's and currently represents over 320,000 residences in Clay and Platte counties. This upward trajectory has extended to housing, retail

developments and businesses and is based upon the ability to reach both national and international markets in a cost-effective manner through travel, shipping, receiving, and commuting.

Through a strong sense of urban renewal, the city has transformed its former industrial district to invite more progressive, interactive, and innovative businesses, and is home to over 900 businesses spanning professional, manufacturing, healthcare, education, retail and more. This strong and stable economic base keeps taxes low and municipal services high in quantity and quality.

The Northland has built a reputation for being business friendly and for catering to future generations. Major business include: Cerner Corporation, Helzberg Diamond's corporate headquarters, a Ford Motor Plant, Dairy Farmers of America, and more.

The Northland is proud to have some of the finest schools in the Kansas City Metro Area and includes the Park Hill, North Kansas City, West Platte, Platte R-II, and Liberty public school districts. The Northland Catholic Schools (including St. Pius X High School), Northland Lutheran Schools and Oak Hill Day School are also found North of the River. Higher education includes William Jewell College, Park University, Grantham University, and Maple Woods Community College.

There are many amenities that make the Northland so vibrant. The extensive parks and trails make the Northland shine with places like E.H. Young Park in Riverside, English Landing in Parkville and the award-winning Line Creek Trail. There is also access to a variety of outdoor recreational activities including the Gorman Pool, fishing and camping on Smithville Lake, golfing on beautiful public courses, and water attractions for families of all ages at Northland Community Centers. Of note is Worlds of Fun and Oceans of Fun, a 235-acre amusement and waterpark featuring more than 100 family rides, thrill rides, waterslides, shows and attractions, including seven world-class roller coasters.

Additionally, The National Golf Club of Kansas City is located a short distance away in Parkville. Designed by champion golfer Tom Watson, a Kansas City native, this exclusive club has twice hosted the Senior PGA's Bayer Advantage Golf tournament.

There are three riverboat casinos between Clay and Platte counties: Ameristar, the Argosy, and Harrah's. Directly across the bridge, Isle of Capri provides an additional gaming option.

As an integral part of Excelsior Springs' hotel history, The Elms Hotel & Spa is renowned for beautifully appointed accommodations, lavish amenities, and standard-setting service. Throughout its storied history, it has been frequented by celebrities, politicians, and notorious people alike.

The Kansas City Airport, twenty minutes away from the Northland, currently has two terminals and is well recognized for its efficiency. It is typically free of traffic and completed its expansion in 2023.

Greater Kansas City Area

The Kansas City metropolitan area is a bi-state metropolitan area anchored by Kansas City, Missouri. Its 14 counties straddle the border between the U.S. states of Missouri and Kansas. With a population of more than 2.1 million people, it is the second-largest metropolitan area centered in Missouri and is the largest metropolitan area in Kansas, though Wichita is the largest metropolitan area centered in Kansas. Known as the "City of Fountains," there are more than 200 fountains gracing Kansas City's landscape.

There are over 135 miles of boulevards and parkways that wind their way through and provide green connections for Kansas City's "city within a park." The George Kessler-designed system balances the need to move traffic while maintaining Kansas City's reputation as the "Paris of the Plains." The crown jewel of the KC Parks system is Swope Park, which, at 1,805 acres, is one of the largest municipal parks in the United States.

Cultural attractions include:

- Union Station, which opened in 1914, is Missouri's second-busiest train station and boasts theaters, ongoing museum exhibits, and attractions such as the Science City at Union Station, the Irish Museum and Cultural Center, and the Todd Bolender Center for Dance and Creativity.
- The National World War I Museum, which was opened to the public initially in 1926, is now a 32,000-square-foot facility dedicated to "remembering, interpreting and understanding the Great War and its enduring impact on our global community." The grounds were also designed by George Kessler and serve as an extension of his architectural vision for the city.
- The Nelson-Atkins Museum of Art is known for its encyclopedic collection of art from nearly every continent and culture, and especially for its extensive collection of Asian art. Its new Block Building has been named by Time Magazine as one of the "10 Best (New and Upcoming) Architectural Marvels" in 2007.
- The Negro Leagues Baseball Museum (NLBM) is the world's only museum dedicated to preserving and celebrating the rich history of African American baseball and its impact on the social advancement of America. The privately funded, 501c3, not-for-profit organization was established in 1990 and is in the heart of the City's Historic 18th & Vine Jazz District. The historic 18th and Vine Jazz District, which was resurrected in the late 1990s, is also home to the American Jazz Museum and the Gem Theater.
- The Country Club Plaza is the City's premier retail, dining and entertainment destination, offering 100 shops and dozens of fine restaurants nestled within old-world architecture.
- The Kansas City metropolitan area has more than 100 barbecue restaurants, a number of which are nationally recognized, including a local favorite, Joe's Kansas City Bar-B-Que. The area is home to several large barbecue cooking contests, most notably the Great Lenexa BBQ Battle and the American Royal World Series of Barbecue - the largest barbecue competition in the world.
- The city is well known for its music-its rhythm and blues, its swing and big bands, and most of all, its jazz. There are many great clubs and joints to hear great jazz music in Kansas City. This includes The Phoenix in downtown's old "Garment District," The Blue Room, The Majestic Restaurant, and the Green Lady Lounge.
- Amidst the skyscrapers and fantastic art deco buildings can be found a vibrant, new energy in the heart of the city which has been ranked as one of "America's Ten Best Downtowns" by Forbes. Most notable is the eight-block Power & Light District, an entertainment hub with more than 50 bars, restaurants and shops, including KC Live! - the district's covered outdoor courtyard which hosts over 130 free events annually.
- Across the street is the T-Mobile Center, one of the country's busiest arenas, and connected via the Grand Lobby is the two-floor and 41,500-square-foot College Basketball Experience, a world-class entertainment facility that houses the National Collegiate Basketball Hall of Fame.
- Near the Power & Light District is the Kauffman Center for the Performing Arts, home to the Kansas City Symphony, the Lyric Opera of Kansas City, and the Kansas City Ballet.
- The Kansas City Zoo is a great attraction for those young and old alike. Spread over 200 acres with habitats for over 1,300 animals, it attracts visitors from around the world due to its world-class exhibits and exceptional programs.
- The Starlight Theatre is a 7,958-seat outdoor theatre in Kansas City, Missouri, that presents Broadway shows and concerts. It is one of the two major remaining self-producing outdoor theatres in the U.S. and Starlight's Cohen stagehouse also permits it to present many national Broadway touring shows.

- Kansas City is a top-tier sports town and between Royals baseball and Chiefs football to Sporting KC soccer and Nascar at the Kansas Speedway, there is always a game to catch.

For more information on the community, please visit:

<http://www.nkc.org/>

<https://www.northlandchamber.com/>

<https://www.visitkc.com/northland>

https://en.wikipedia.org/wiki/North_Kansas_City,_Missouri



Procedure for Candidacy

Please direct all applications, nominations and inquiries to the WittKieffer consultants assisting NKC Health with this recruitment, preferably via e-mail, to tdavis@wittkieffer.com or through the WittKieffer Candidate Portal by clicking [here](#). Candidates can also find this portal via the WittKieffer website at www.wittkieffer.com and selecting the "Become a Candidate" button.

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NKC Health values diversity and is committed to equal opportunity for all persons regardless of age, color, disability, ethnicity, marital status, national origin, race, religion, sex, sexual orientation, veteran status or any other status protected by law.

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