

UW HEALTH JOB DESCRIPTION

Support Services Quality Specialist

Job Code: 300061	FLSA Status: Non-exempt	Mgt. Approval: R. DenHerder	Date: November 2022
Department: Ambulatory Access / Revenue Cycle		HR Approval: B. Haak	Date: November 2022

JOB SUMMARY

The Support Services Quality Specialist is responsible for performing quality assurance assessments with a focus on improving the accuracy and productivity of all systems in the department. The Specialist assists in monitoring and improving quality for in-bound and out-bound calls with patients, registration quality metrics, customer service standards, system navigation efficiency and patient account integrity.

Quality coaching responsibilities involve the creation and maintenance of quality assessment tools, ongoing assessment of the quality of phone calls handled by department staff, monitoring for quality of patient experience, accuracy of documentation, and efficiency in work execution. The Support Services Quality Specialist works closely with leadership and educators to provide feedback on quality related issues, identifying training opportunities and to contribute feedback on system and workflow optimizations.

MAJOR RESPONSIBILITIES

1. Develop and maintain tools and processes for conducting quality audits.
2. Conduct and/or coordinate audits for quality, efficiency and documentation integrity.
3. Summarize and present audit results to leadership and educators.
4. Assist leadership in addressing any performance issues as identified by audit results.
5. Assist with solutions and process improvements.
6. Serve as a resource, technical expert and educator for staff, supervisors, and managers.
7. Identify opportunities to optimize HealthLink (Epic) to maintain alignment with best practices of the department.
8. Facilitate or participate in departmental quality improvement projects.
9. Identify and advise management on quality improvement opportunities.
10. Assist with data gathering and presentation.

ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED CONSISTENT WITH THE UW HEALTH PERFORMANCE STANDARDS.

JOB REQUIREMENTS

Education	Minimum	High School Diploma or equivalent
	Preferred	Bachelor's degree in healthcare, education, or business administration
Work Experience	Minimum	Two (2) years of progressive billing, registration, scheduling, telephone, or contact center service experience
	Preferred	Two (2) - Four (4) years' experience in a healthcare setting Experience with quality improvement projects
Licenses & Certifications	Minimum	
	Preferred	
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> Proven/demonstrated skills in billing and/or registration software, preferably Epic Extensive knowledge of billing and/or registration workflows Extensive experience in telephone service Strong and effective verbal and written communication skills Excellent analytical skills Excellent interpersonal skills Attention to detail Ability to work independently Ability to exercise good judgment Ability to be a positive motivator, even when addressing challenges Adhere and uphold the UW Health Way Respect for People commitments. Adhere and uphold the UW Health Mission, Vision, and Values, and UW Health Service and Performance Standards.

PHYSICAL REQUIREMENTS

Indicate the appropriate physical requirements of this job in the course of a shift. *Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.*

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Physical Demand Level		Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time
X	Sedentary: Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as docket, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.	Up to 10#	Negligible	Negligible
	Light: Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as docket, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.	Up to 20#	Up to 10# or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	Negligible or constant push/pull of items of negligible weight
	Medium: Ability to lift up to 50 pounds maximum with frequent lifting/and or carrying objects weighing up to 25 pounds.	20-50#	10-25#	Negligible-10#
	Heavy: Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	50-100#	25-50#	10-20#
	Very Heavy: Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	Over 100#	Over 50#	Over 20#
List any other physical requirements or bona fide occupational qualifications:				

Note: The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.