

UW HEALTH JOB DESCRIPTION

Education, Optimization and Support Principal

Job Code: 330100	FLSA Status: Exempt	Mgt. Approval: J. Long	Date: November 2022
Department: Information Systems		HR Approval: M. Grayson	Date: November 2022

JOB SUMMARY

The Principal Education, Optimization, and Support Analyst is a forward-thinking, leader for clinical application education, optimization, support, and adoption programs, services, and solutions. Using in-depth clinical and operational knowledge, strong competency in business relationship management, strong understanding of adult learning, and expertise in organizational change management, the Principal Analyst pushes the boundary of how to educate colleagues and optimize technology to improve patient care and improve efficiency for our care teams.

The Principal Analyst is an influential leader within UW Health IS and across the UW Health system, including our affiliates and partners. Working closely with operational, informatics, IS, product management, and other colleagues, the Principal Analyst grows a strong community of workflow analysts, application educators, and optimization experts across UW Health. The Principal Analyst is conscious of and works to advance the health IT maturity of UW Health by defining and demonstrating how technology supports the organization's overall mission and vision.

The Principal Analyst champions the development and delivery for education, optimization, and user support programs and services within the UW Health IS portfolio. This includes engaging with stakeholders to understand workflows, anticipate needs, facilitation of complex discussions, driving solution development, and leading organizational change.

The Principal Analyst uses their advanced understanding of clinical and operational processes to develop and deliver educational content for the supported applications. The Principal Analyst leverages their advanced understanding of curriculum design for adult learners and their experience with technical training tools and platforms to drive successful initiatives. The Principal Analyst leads troubleshooting and resolution for complex issues across our system.

The Principal Analyst maintains highly collaborative, trusted advisor relationships with senior leaders across UW Health, Quartz, UW-Madison School of Medicine and Public Health (SMPH), and our partners. The Principal Analyst consistently demonstrates very high standards for leadership, technical leadership, and domain specific competencies. The Principal Analyst develops a strong community of colleagues across the UW Health system through training, mentoring, and coaching. The Principal Analyst consistently advances UW Health maturity in areas including data literacy, data governance, information security, and regulatory awareness.

MAJOR RESPONSIBILITIES

Deliver solutions

- Identify and independently lead successful initiatives of organizational scope.
- Enhance platforms, deliver solutions, and anticipate and provide on-going optimization and support.
- Use an advanced understanding of the patient journey and perspective to influence, design, and prioritize the workflows, business processes, value streams, and proactively identify key challenges for assigned areas.
- Independently lead cross-functional teams to leverage knowledge and skill with a variety of application, tools, and technologies to drive successful initiatives and ensure priorities are met.
- Research, identify, and provide systems analysis, design, and deployment of new technologies for UW Health our partners, and outside organizations.
- Define project objectives and ensure deliverables are met within set timelines. Identify, develop, and implement solutions.
- Develop and maintain trusted advisor relationships with business, clinical, and operations leaders that include guidance for optimizing use of technology capabilities and deliverables. This includes liaison between stakeholders, vendor representatives, and outside organizations.
- Design and implement solutions to improve system and platform reliability and automate repetitive processes to the largest extent possible.
- Play a role in product development and leadership, where applicable.
- Innovate, design, and build curricula that support new build, roles, and organizational initiatives that meet the educational needs of adult learners.
- Advance the architecture, including design, build and validate, for appropriate technologies, tools, and environments to support education, optimization, and support.
- Execute original and efficient solutions in a problem space that is unique and critical to the organization. Push boundaries and lead the business in showing what is possible.

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Improve processes and standards

- Identify, participate in, and lead improvement huddles, projects, and teams across UW Health and our partners. Be a change advocate. Ask the question "why" and don't accept the status quo.
- Lead and facilitate in the development and delivery of training relevant to area of expertise.
- Collaborate with peer organizations to identify best use cases for solutions.
- Lead improvement in agility within UW Health IS and across the organization.

Effective Team Member

- Lead by example to improve the culture of safety, respect, customer service, and continuous improvement across UW Health IS and the organization. Encourage and motivate others to do the same.
- Define, consistently demonstrate, and influence a very high level of teamwork, partnership, and collaboration.
- Actively mentor and teach other colleagues (formally and informally) and act as an institutional-level role model and represent the organization for solution architecture.
- Create and coordinate ad hoc teams to review solution proposals for process improvements and leveraging strengths of subject matter experts across the organization.
- Function as a role model for successful cross-functional team leadership and leading without direct authority.

Demonstrate Leadership

- Hold team-level responsibilities and lead the team for large projects.
- Participate in team interviews, provide recommendations, and ensure that new team members add experience and competencies that strengthen the team.
- Lead through influence to improve team dynamics where needed, including recognizing dysfunctional team behavior.
- Create an environment of trust, discourage group-think, seek opposing views, respect differences, and value diversity.
- Collaborate with peer organizations to identify best use cases for solutions.
- Lead the evaluation of requests for proposals (RFPs), requests for quotes (RFQs), requests for information (RFIs), and statements of work (SOWs) for solution delivery products and/or modifications to current products.
- Serve in a leadership capacity for a professional trade associations or groups.

Technical Leadership:

- Mentor others to increase proficient within application platforms and solutions across multiple systems.
- Successfully complete ongoing and advanced technical training opportunities across multiple systems, including obtaining certifications relevant for the position within the time period required per department guidelines.
- Understand impact analysis between systems through leadership of enterprise wide cross-functional teams.
- Translate and articulate operational needs and complex technical components to our partners in a simple, easy to understand manner.
- Understand and implement industry standard information security culture and practices, including regulatory awareness, privacy, and security.
- Evolve and improve platforms and systems for technology training, using an advanced understanding of technical infrastructure.

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

JOB REQUIREMENTS

Education	Minimum	<ul style="list-style-type: none">• Bachelor's degree in Healthcare, Health Administration, Education, Information Technology, Business, or related field• Four (4) years of relevant experience and education may be considered in lieu of degree
	Preferred	<ul style="list-style-type: none">• Master's degree in Healthcare, Education, Information Technology, Business, Health Administration, Engineering, or related field.
Work Experience	Minimum	<ul style="list-style-type: none">• Demonstrated success leading and delivering curricula, education, and/or optimization for solutions of significant scope and complexity.• Demonstrated success collaborating with operational partners to improve workflows and simplify processes.

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		<ul style="list-style-type: none"> • Demonstrated success driving improvements in platforms, standards, and processes leading to increased operational excellence, elimination of waste, and reduced technical debt. • Demonstrated success developing a community of strong analysts through influence as a teacher and mentor. • Demonstrated success forming and sustaining collaborative, trusted -advisor relationships with stakeholders and IS colleagues. • Demonstrated success leading projects and/or initiatives with organization-wide impact.
	Preferred	<ul style="list-style-type: none"> • Demonstrated success developing curricula and delivering education that support adult learning needs for medium to large-scale solutions using the applications, tools, and platforms relevant to the position. • Five (5) years of progressively responsible experience in an education, informatics, and/or information applications field. • Demonstrated success optimizing large-scale solutions using the applications, tools, and platforms relevant to the position. • Demonstrated success working on or leading initiatives that use agile methods . • Experience in information services or technology, direct clinical care, health care operations, or health care administration . • Healthcare subject matter expertise including at least five (5) years' experience in a health system, academic medical center or health payer organization. • Experience supporting systems and/or operations in a 24x7 health care setting.
Licenses & Certifications	Minimum	<ul style="list-style-type: none"> • None
	Preferred	<ul style="list-style-type: none"> • Vendor (e.g. Epic, other) certifications as relevant for the position, per department guidelines.
Required Skills, Knowledge, and Abilities		<p><u>Information Services (IS) Core Competencies:</u></p> <ul style="list-style-type: none"> • Intermediate proficiency in all elements of the following: <ul style="list-style-type: none"> ○ Leadership competencies including leads with integrity, maintains strategic orientation, demonstrates business & financial acumen, champions innovation, managing execution, and leading & developing people ○ Leading highly empowered, self-directed teams including consistent demonstrated ability helping colleagues improve problem solving skills ○ Lean management ○ agile methodologies • Developing advanced proficiency in all elements of the following <ul style="list-style-type: none"> ○ Leading without direct authority including consistent demonstrated ability influencing others • Advanced proficiency in all elements of the following: <ul style="list-style-type: none"> ○ Communication ○ Critical thinking ○ Mentoring and teaching ○ Technical leadership of applicable products or platforms <p><u>Position Specific Competencies:</u></p> <ul style="list-style-type: none"> • Advanced proficiency in at least three (3) and intermediate proficiency in all IS Education, Optimization and Support competencies including instructional design and curricula development, clinical knowledge, writing documentation and deliverables, application security, customer service, subject matter expertise, systems analysis and design, software testing, and troubleshooting • Developing Advanced proficiency in project management • Intermediate proficiency in product management • Intermediate proficiency in business relationship management • Developing Advanced proficiency in technology awareness and strategic planning • Intermediate proficiency in organizational change management <p><u>Other required skills, knowledge, and abilities</u></p> <p><u>Delivering Solutions:</u></p> <ul style="list-style-type: none"> • Demonstrates ability to initiate and follow through on projects of any level of complexity, manage multiple tasks, and meet deadlines

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	<ul style="list-style-type: none"> Demonstrates professional maturity surrounding data access, data security, data sensitivity, and data confidentiality 		
PHYSICAL REQUIREMENTS			
Indicate the appropriate physical requirements of this job in the course of a shift. <i>Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.</i>			
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 dockets, 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 20 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10 pounds. Even though the weight lifted may only be a negligible amount, a job is in this category when it requires walking or standing to a significant degree.	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:			