

## UW HEALTH JOB DESCRIPTION

COMMUNICATION CENTER SPECIALIST			
Job Code: 440016	FLSA Status: Non-Exempt	Mgt. Approval: E. Patterson	Date: August 2021
Department: IS-Service Operations		HR Approval: N. Lazaro	Date: August 2021
JOB SUMMARY			
<p>Communication Center Specialist within the Paging and Message Center are the first people to greet and work with new and existing patients, referring physicians, vendors and the public inquiring about general information related to UW Health's services, programs, and staff via phone. As such, outstanding customer service skills, compassion and empathy are critical in this role. This position is also at the center of all internal messaging and paging services, pager administration, on call schedule maintenance for the hospital's approximately 300 separate primary care, specialty care, and clinical/operational services. A strong level of professionalism is needed as they make frequent contacts and build rapport with stakeholders from all departments in the organization. The Communication Center also functions as the afterhours, weekend and holiday clinical answering service for UW Health patient and clinic services, Group Health Cooperative and Access Community Health. This includes operating as the back-up during clinic emergencies and outages. Additionally, the Communication Center Specialist provides emergency line services for the entire UW Health enterprise which requires the ability to act quickly and accurately in a critical environment when executing codes which are often life or death situations.</p> <p>The Specialist will provide training, mentoring, and guidance to less experienced Communication Center staff and will serve as a technical escalation point and resource for the Communication Center Representatives. They will require a high degree of professionalism as they will make frequent contacts and build rapport with stakeholders from all departments in the organization to act as an escalation point for system troubleshooting and to facilitate training sessions for inputting on call schedules into the paging platform.</p>			
MAJOR RESPONSIBILITIES			
<ul style="list-style-type: none"> <li>Act as emergency dispatchers for UW Health by providing emergency line services that include code blue, stat, heart attack, stroke, as well as over 80 other medical or operational codes. This includes gathering information from distressed callers, determining, and assessing the correct type of code, executing overhead announcements, sending list pages accurately, and confirming response team arrival multiple times a shift. Additionally, this may include organizing responders to the Healthcare Command Center, recording broadcast messages, creating banner alerts, and sending emergency mass notifications organization wide. Use critical thinking skills to ask questions to interpret, analyze and anticipate the caller's situation as to resolve problems, provide information, dispatch emergency services, or refer callers to other agencies.</li> <li>Facilitate urgent medical communication between physicians and patients needing care/medical advice. This involves working with the patient to determine the appropriate service based on their medical need and navigating through 650+ on call schedules to determine the appropriate physician to be contacted. Following paging protocol, follow escalation procedures when unable to reach an on-call provider ensuring 100% response to all patients.</li> <li>Take an average of 120–150 calls per shift which vary in complexity. Types of calls can range from patients with suicidal ideations, taking critical lab results, receiving organ transplant offers, contacting on-call providers, etc.</li> <li>Serve as front line triage for technical issues, which includes conducting paging system tests, individual pager and equipment troubleshooting, determining problem complexity, and escalating when necessary.</li> <li>Responsible for the strict maintenance and understanding of patient confidentiality guidelines (HIPAA) when receiving and directing patient information calls. Detailed knowledge of inpatient and outpatient functions utilizing UW Health's computerized electronic medical record system, Healthlink, including the determination of patient whereabouts, demographic information, and discharge status. Extensive knowledge of the various unit locations and functions within the hospital and the specific guidelines governing visitors, calls and deliveries to each unit is required.</li> <li>Use active listening skills, deductive reasoning, and a database of over 48,000 entries to provide directory information and other assistance regarding the staff, clinics, services, office hours and any other general information requested.</li> <li>Send patient messages, confirm, and cancel appointments on nights, weekends and holidays for all UW Health clinics using guidelines established by each clinic, making scheduling services available to the customer on a 24-hour basis.</li> <li>As an on-call administrator, the Communications Center Specialist must input assigned on call schedules and make day to day changes requested by departments. On call schedules are provided in different formats by departments to ensure that a qualified physician or staff member is available 24 hours, for each area of responsibility.</li> </ul>			

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- Respond to radiological alarm notifications to ensure that safe conditions are maintained.
- Represent the organization to our patient population, government, and other external sources.
- Provide daily and ongoing training (basic and advanced), coaching and mentoring to all Communication Center Representatives including but not limited to code phone training, remote desktop, and situational troubleshooting support.
- Conduct focus groups of reps and peers to problem solve and develop process improvements.
- Project Management - plan, lead, coordinate, and collaborate with the Paging Center and organizational partners to lead projects through the appropriate phases of implementation and support throughout the UW Health enterprise.
- As experts within the Communication Center role, provide continuous input to supervisors to recommend ongoing improvements and ways to deliver added value by using Healthcare LEAN principles.
- Serve as a subject manager expert for areas as assigned by management.
- Process and track monthly statistics related to call volume, abandon rate, and average speed of answer to aid in appropriate scheduling minimums.
- Create monthly reporting for internal and external stakeholders for pager billing, Answering Service billing and emergency code reports.
- Maintain higher level technical aspects of the paging admin console including creating new on call schedules, list pages, paging reports, and assist in general maintenance of database including monthly upgrades, annual audits, etc.
- Regularly monitor the ticketing queue and respond to assigned incidents and request tickets including but not limited to pager orders, database updates, urgent pager and paging system malfunctions, etc. Utilize resources such as searching for similar tickets and the paging database to resolve in a timely manner.
- In lieu of onsite management provide escalation assistance to include acknowledging and creating tickets to both UW Health and outside vendors. Analyze and diagnose advanced technical problems.
- Participate in quality improvement projects to gather, organize, and present paging data to requesting parties.
- Maintain the daily maintenance and occasional troubleshooting/testing of the HR new employee feed file as it relates to the Paging directory.
- Monitor and communicate in the IS Major Impact chatroom to participate and disseminate information to the Paging staff.
- Execute department's disaster plan relative to equipment or network failure.

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

#### JOB REQUIREMENTS

Education	Minimum	Associate Degree in Healthcare, Information Technology, Business, or related field (2 years of relevant work experience may be considered in lieu of degree)
	Preferred	Bachelors or Master's degree in Healthcare, Information Technology, Business, or related field
Work Experience	Minimum	One-year Communication Center Representative experience or equivalent
	Preferred	
Licenses & Certifications	Minimum	
	Preferred	
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> <li>• Fully trained and proficient on code phone.</li> <li>• Fully trained and proficient in utilizing remote desktop and disaster recovery duties.</li> <li>• Successful management of a project group within Paging &amp; Messaging Department.</li> <li>• Strong customer service and telephone answering skills.</li> <li>• Ability to escalate and triage appropriately.</li> </ul>

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	<ul style="list-style-type: none"> <li>• Knowledge of and ability to perform more advanced tasks within Microsoft Office Suite as well as Project Management.</li> <li>• Effective written and oral communication.</li> <li>• Basic knowledge of medical terminology.</li> <li>• Effective interpersonal communication and team skills in a complex organizational setting.</li> <li>• Knowledge of and experience with conflict resolution techniques and problem analysis/resolution skills preferred.</li> </ul>			
<b>JOB FUNCTION</b>				
Review the employee's job description and identify each essential function that is performed differently based on the age group of the patient.				
<b>PHYSICAL REQUIREMENTS</b>				
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>				
<b>Physical Demand Level</b>		<b>Occasional</b> Up to 33% of the time	<b>Frequent</b> 34%-66% of the time	<b>Constant</b> 67%-100% of the time
<b>X</b>	<b>Sedentary:</b> 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.	<b>Up to 10#</b>	<b>Negligible</b>	
	<b>Light:</b> 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.	<b>Up to 20#</b>	<b>Up to 10#</b> or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	<b>Negligible</b> or constant push/pull of items of negligible weight
	<b>Medium:</b> Ability to lift up to 50 pounds maximum with frequent lifting and/or carrying objects weighing up to 25 pounds.	<b>Up to 50#</b>	<b>Up to 25#</b>	<b>Up to 10#</b>
	<b>Heavy:</b> Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	<b>Up to 100#</b>	<b>Up to 50#</b>	
	<b>Very Heavy:</b> Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	<b>Over 100#</b>	<b>Over 50#</b>	<b>Over 10#</b>
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.