

## UW HEALTH POSITION DESCRIPTION

<b>Medical Director, Home-Based Primary Care</b>	
<b>Department (if applicable):</b>	Administration
<b>Reports to (Name &amp; Title):</b>	Medical Director, Population Health (Mark Micek, MD)
<b>Indirect/Matrixed Report(s) (Name &amp; Title):</b>	Chief, Division of Geriatrics and Gerontology (Steve Barczi, MD)
<b>Administrative Hours (based on 50 hr work week):</b>	10 (0.2 FTE)
<b>POSITION SUMMARY</b>	
<p>The Medical Director will provide clinical leadership and management for the Home-Based Primary Care (HBPC) program, in collaboration with UW Health's Office of Population Health, UW Health's Care Direct and ambulatory clinical operations. UW Health's HBPC Program and the Home-Based Hospital Care (HBHC) program are part of a longer-term growth strategy for home-based care at UW Health.</p> <p>The Medical Director for HBPC will lead the clinical operations of a home-based primary care program that provides primary care for people in their homes. The Medical Director will work in a dyad partnership with the Manager, Home-Based Care Programs to provide leadership for the UW Health HBPC Program, focusing on primary care for functionally-impaired and/or homebound older adult populations served by UW Health value-based risk contracts. As a part of the Population Health team, this physician will work closely with clinical departments, operations, analytics, and community partners to advance evidence-based, patient-centered care for these populations. They will work in collaboration with HBHC to integrate the home-based care clinical teams, as appropriate, and will work collaboratively with educational leaders to provide clinical training opportunities in home-based primary care. They are responsible for establishing and maintaining clinical standards of care in the home environment that will achieve a measurable impact on the quintuple aim, including value-based performance metrics. They will ensure the clinical needs of homebound populations are incorporated into program development and strategic planning.</p> <p>This Medical Director will work with the Medical Director, Population Health and clinical service leadership in primary care and geriatrics in the oversight of the program's clinical workflows, quality initiatives, and clinical informatics platform. They will serve as a liaison to referring physicians to address concerns, service requests, and feedback. The Medical Director will help ensure the delivery of high-quality, patient-centered, cost-effective HBPC services for targeted populations and will serve as clinical expert regarding current evidence and emerging trends for home-based primary care models in support of functionally-impaired populations of older adults.</p>	
<b>ROLES AND RESPONSIBILITIES</b>	
<p>The expectation of UW Health medical directors is to provide leadership to their program/area(s) that results in the consistent and successful delivery of "Remarkable Healthcare" that is high quality, cost efficient, and delivered in a way that is highly satisfying for patients, providers, and staff. Medical leaders are expected to develop and demonstrate all UW Health Leadership Competencies and lead within their program/area(s) using the UW Health Way.</p> <p>This role will administer the following responsibilities and activities:</p> <p>On a day-to day basis, the Medical Director, HBPC handles clinical issues involving patient care, schedule, provider supervision, quality and safety reviews, recruitment, mentorship, system issues and service expansion. This Medical Director works with other HBPC and home-based care leaders to create clinical structures and patient workflows, plan for program growth, and establish day-to-day duties of HBPC providers.</p> <p>Each Medical Director has a particular area of emphasis for their role but ensuring the provision of "Remarkable Healthcare" is a shared responsibility. In support of delivering "Remarkable Healthcare", medical leaders promote excellence in both culture and performance management and are expected to perform standard work that supports this achievement.</p> <p>Each Medical Director will work with their administrative partners and/or leader to establish and maintain a culture that values and embraces the team-based care model. This partnership will create a work environment that is patient-centered, values each team member as uniquely important, is collegial, collaborative, and promotes job satisfaction and retention.</p> <p>Each partnership will maintain in-depth knowledge of their area's performance on key measures as defined by organizational leadership. The partners will identify opportunities for improvement, maintain an active action plan, and use the UW Health Way to drive changes that improve performance in needed areas.</p>	

**Daily:**

- Lead with humility and a focus on service to others (staff, providers, patients, and organization)
- Lead by example in knowing, communicating, supporting, and reinforcing the goals we are trying to achieve in aligning with our UW Health Strategic Plan
- Maintain a positive and optimistic attitude while maintaining open communication channels with all providers and staff
- Ensure that UW Health standard processes and clinical guidelines are communicated, followed, and Service Standards are being met, as applicable
- Address and resolve problems and conflicts that arise in a timely fashion
- Ensure providers and staff are fulfilling their job expectations and meeting Service Standards while coaching those who are not meeting expectations, as applicable

**Monthly:**

- Proactively ask providers and staff about the program or area culture and any concerns they have
- Review the applicable clinical quality, safety, cost, and patient experience indicators for the area and closely manage their performance
- Review action plans for improvement with your administrative partner and summarize the results, findings, and address any barriers to progress at your monthly meeting
- Celebrate success, understand barriers and root causes of failure, champion ongoing improvement efforts; share necessary updates with leadership team members

**Biannually:**

- Formally review culture at a regular meeting
- Update the action plan for your area, communicate the plan and rationale for its choices to leadership

**Annually:**

- Identify opportunities for staff and providers to optimally use their skills to assist the program or area and achieve their personal career goals
- In compliance with annual CMS Reporting, complete a time study as directed by UW Health physician leadership

**Episodic:**

- Support all new initiatives, be a partner in implementation within your program or area, and continually improve your local processes while providing feedback to leadership where opportunities exist to make improvements
- Be available to coach/mentor subordinates to find timely solutions to their problems, as applicable
- Consistently and actively participate in departmental and other appropriate leadership meetings and retreats as set by UW Health leadership
- Other activities and leadership as needed

**REQUIREMENTS**

<b>Education</b>	<b>Minimum</b>	Doctor of Medicine (M.D.) or Doctor of Osteopathy (D.O.)
	<b>Preferred</b>	
<b>Work Experience</b>	<b>Minimum</b>	<ul style="list-style-type: none"> <li>• Three or more years of primary care and/or home-based care experience</li> </ul>
	<b>Preferred</b>	<ul style="list-style-type: none"> <li>• Prior primary care and/or home-based care clinical leadership</li> </ul>
<b>Licenses &amp; Certifications</b>	<b>Minimum</b>	<ul style="list-style-type: none"> <li>• Board certification from an appropriate medical board recognized by the Accreditation Council for Graduate Medical Education (ACGME) or the American Osteopathic Association (AOA).</li> <li>• Current license or the qualifications to obtain a license to practice medicine as granted by the State of Wisconsin.</li> </ul>
	<b>Preferred</b>	
<b>Medical Specialty Required for this role (if applicable):</b>		Internal Medicine, Family Medicine, Geriatrics
<b>Required Skills, Knowledge, and Abilities</b>		<ul style="list-style-type: none"> <li>• Depth of understanding related to clinical operations.</li> <li>• Effective leadership abilities               <ul style="list-style-type: none"> <li>○ Record of initiating change and innovation</li> <li>○ Strategic thinking, planning and problem solving</li> <li>○ Superior communication skills, both in written and verbal presentation</li> </ul> </li> </ul>

	<ul style="list-style-type: none"><li>• Effective human relations abilities to effect collaborative alliances and promote teamwork and ensure a high level of internal and external patient satisfaction and engagement.</li><li>• Ability to succeed in a complex environment where decision-making may be diffuse and ambiguous.</li><li>• A high degree of professionalism and competency dealing with a variety of individuals.</li><li>• Conflict management and resolution skills.</li><li>• Driven to improve patient experience, patient outcomes, quality and safety while decreasing costs advancing the missions of education and research</li></ul>
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