

UW HEALTH POSITION DESCRIPTION

Medical Director, UW Health Integrated Specialty Care for Women	
Department:	Administration
Reports to:	Chief Clinical Officer
Administrative FTE (based on 50 hr work week):	.5 FTE

POSITION SUMMARY

The Medical Director serves as the physician leader of specialized services that fall within the program of Integrated Specialty Care for Women at UW Health. The incumbent is accountable for leading the effective delivery of women’s specialty care through oversight of medical and surgical services and serves as the clinical champion for needs and research associated with this program at UW Health. They are responsible for promoting evidenced based practice, effective care delivery models, patient centered programming and incorporation of clinical/translational research into women’s health services. In this role, the physician leader will work in a triad leadership model partnering with the RN Director Ambulatory Operations and the Program Director of Integrated Specialty Care for Women. They will demonstrate proven success as a dynamic and empowering leader who possesses a positive attitude to instill a vision for excellence with innovation and creativity and is comfortable working in a complex environment where decision-making may be diffuse and ambiguous. The Medical Director will work in an interdisciplinary and cross-functionally manner with executives, operational and clinical staff & leaders across the organization to improve the delivery of optimum care throughout the integrated specialty care continuum for women at UW Health.

The Medical Director will report to the Chief Clinical Officer of UW Health for this role.

MAJOR RESPONSIBILITIES

The expectation of this Medical Director role is to provide leadership to their 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. This clinical leader is expected to develop and demonstrate all UW Health Leadership Competencies and lead within their area(s) using the UW Health Way. All clinical leaders have particular areas of emphasis for their role but ensuring the provision of “Remarkable Healthcare” is a shared responsibility.

Effectively lead and administer the following responsibilities and activities:

1. Provide leadership and direction to the entire care continuum of Integrated Specialty Care Services for Women provided at UW Health aiming to provide a patient experience that is commensurate with a “Distinctive Program”. Improve clinical operations across UW Health’s medical and surgical services while supporting the strategic organizational goals of building a distinctive program and providing exceptional patient care.
2. Facilitate the incorporation of research and education into all aspects of exceptional patient care at a university-based health system.
3. In collaboration with the Integrated Specialty Care for Women operational leadership team, this position will be responsible for:
 - a. Annual Strategic Planning for Integrated Specialty Care s for Women Program that aligns with the overall UW Health Strategic Plan
 - b. Putting forward annual capital requests that support Integrated Specialty Care for Women services at UW Health
 - c. Working with the clinical departments to help develop the appropriate workforce of clinicians to support Integrated Specialty Care for Women services.
 - d. Developing and implementing standard processes for Integrated Specialty Care for Women services
4. Continual evaluation of standard work, clinical practice productivity, operational efficiency, throughput, and meeting UW Health’s Ambulatory Standards and targeted access metrics. Develop a shared vision and longitudinal plan for this program, in partnership with the Integrated Specialty Care for Women leadership team, UW Health Senior Leadership, the UWSMPH Department Chairs and UW-Madison SMPH stakeholders.
5. Partner with UW OBGYN and Urology leadership to produce efficiencies and execute on opportunities that provide value to the women’s specialty care patient experience.

6. Develop key strategies and detailed annual goals that support the clinical operations strategy of the Madison Region and UW Health at large. Critical components of this process include:
 - a. Identification of key areas in need of continuous process improvement including but not limited to: clinical/surgical operations, clinician wellbeing, patient satisfaction, adoption and sustainability of approaches to build service design methods and tools to improve the approach to patient-centricity and care model redesign to improve healthcare.
 - b. Prioritization of targeted areas for improvement based on UW Health values, institutional goals, and resources
 - c. Development and implementation of solutions using nationally recognized best-practices and evidence-based approaches.
 - d. Optimize innovation to grow the Integrated Specialty Care for Women program via clinical, translational, population- and outcomes-based research.
7. Stays informed of research and new developments within scope of Integrated Specialty Care for Women services.
8. Understands and maintains knowledge in current and leading regulations and policy around women's specialty services, billing, operations and compliance.
9. Provides content expertise and leadership in the design of guidelines, protocols, tools, and technology required to support Integrated Specialty Care for Women services.
10. Collaborates with UW Health stakeholders, to coordinate efforts and to ensure efficient use of resources.
11. Acts as a catalyst for change by challenging the status quo and pushing boundaries of traditional thinking while maintaining credibility and acceptance.
12. Responsible for quality review of provider practice, improvement work and outcome measurement.
13. Insure appropriate progress and documentation required for pertinent accreditations/certifications associated with optimized cancer care delivery.

In support of delivering "Remarkable Healthcare", we promote excellence in both culture and performance management. This clinical leader is expected to perform standard work that supports this achievement.

Each clinical leader will work with their administrative partners 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.

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.

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, leaders, and staff
- Ensure that UW Health standard processes and clinical guidelines are communicated, followed, and Service Standards are being met
- Address and resolve problems and conflicts that arise in a timely fashion

Monthly:

- Proactively ask providers and staff about the program or area culture and any concerns they have
- Review the applicable clinical quality, safety, finance, , access, 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
- 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

Education	Minimum	Doctor of Medicine (M.D.) or Doctor of Osteopathy (D.O.)
	Preferred	MMM/MHA/MBA or equivalent
Work Experience	Minimum	<ul style="list-style-type: none">• Five years of progressively responsible experience as a practicing physician. Leadership experience should include management of staff and multiple clinical functions. Must have prior experience with leading quality improvement in a clinical setting.
	Preferred	<ul style="list-style-type: none">• Work experience in a multi-hospital system or integrated delivery system• Academic Medical Center experience• Broad based knowledge in the full scope of Obstetrics/Gynecology services, best practices, leadership, and administration• Strong preference for completion of an accredited OB/GYN Fellowship with BC in that subspecialty• Additional experience in physician leadership roles
Licenses & Certifications	Minimum	Board certified with active medical license.
	Preferred	
Specialty Required for this role (if applicable):		<ul style="list-style-type: none">• Obstetrics/Gynecology
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none">• Effective leadership abilities<ul style="list-style-type: none">○ Record of initiating change and innovation○ Strategic thinking, planning and problem solving○ Superior communication skills, both in written and verbal presentation• Effective human relations abilities to effect collaborative alliances and promote teamwork and ensure a high level of internal and external patient satisfaction and engagement.• Ability to succeed in a complex environment where decision-making may be diffuse and ambiguous.• Demonstrated exemplary presentation skills to engage and motivate organizational stakeholders.• Proven success in transitioning staff through organizational change.• A high degree of professionalism and competency dealing with a variety of individuals including physicians, senior executives, hospital administration, and external constituents.• An ability to organize and present data in a concise and easily understood manner, often to professionals, physicians and board members.• Ability to be recognized as a positive change agent.

	<ul style="list-style-type: none">• Proven success as a dynamic and empowering leader who possesses a positive attitude to instill a vision for excellence with innovation and creativity.• Conflict management and resolution skills.• Skilled developer of relationships and partnerships.
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