

UW HEALTH POSITION DESCRIPTION

Please complete applicable sections highlighted in yellow.

| Senior Medical Director, Ambulatory Medical Specialties | |
|---|----------------------------------|
| UW Health Leader Position Reports to (Title): | UW Health Chief Clinical Officer |
| Indirect/Matrixed Report(s) (Title): | |
| Administrative FTE (based on 50 hr work week): | 0.5 |
| POSITION SUMMARY | |
| <p>The Senior Medical Director, Ambulatory Medical Specialties serves as the lead physician responsible for medical specialties, excluding oncology, in the ambulatory setting. The incumbent is accountable to provide clinical and professional direction for operations of medical specialty care in the ambulatory setting care system that will be a vanguard model of patient and family centered care. The Senior Medical Director's mission will be to ensure the delivery of high-quality medical specialty ambulatory services in the context of the sophistication and complexity of a major academic and research center.</p> <p>This role will work in concert with the Senior Medical Director, Primary Care and the EMH CMO who supports the role of medical direction for Surgical Specialties, in improving the coordination of care between inpatient and ambulatory and between primary and specialty clinics. The role will work in an ambulatory dyad partnership for medical specialties with the VP, Specialty Clinics.</p> <p>This leader will also work with the Specialty Care Vice Chairs from the various clinical departments in the development and refinement of the group's clinical quality initiative, clinical informatics platform and help create an environment that assures high levels of patient, physician, and employee satisfaction. The orchestration of operational workflows, optimization of the electronic medical record, and the group's quality and pay for performance program will be central to this role. The Senior Medical Director-Ambulatory Medical Specialty Care will play a key role in the group's physician performance evaluation process and will work with physicians to optimize their performance.</p> | |
| ROLES AND RESPONSIBILITIES | |
| <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 Directors are expected to develop and demonstrate all UW Health Leadership Competencies and lead within their program/area(s) using the UW Health Way.</p> <ul style="list-style-type: none">Effectively lead and administer the following responsibilities and activities: ambulatory operations, workflows, access, clinical care models, quality and safety of ambulatory medical specialty care <p>Each Medical Director has particular areas of emphasis for their role but ensuring the provision of "Remarkable Healthcare" is a shared responsibility. In support of delivering "Remarkable Healthcare", Medical Directors promote excellence in both culture and performance management. Medical Directors 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> <p><u>Daily:</u></p> <ul style="list-style-type: none">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 PlanMaintain 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

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| Education | Minimum | Doctor of Medicine or Doctor of Osteopathy, in an ambulatory medical specialty |
| | Preferred | |
| Work Experience | Minimum | <ul style="list-style-type: none">• 5 years of progressively responsible experience as a practicing physician.• Leadership experience related to programmatic, departmental, physician, or medical staff administration |
| | Preferred | <ul style="list-style-type: none">• Management of staff, budgets and multiple clinical functions• Prior experience with leading quality improvement in a clinical setting |
| Licenses & Certifications | Minimum | Board certified with active medical license. |
| | Preferred | |
| Medical Specialty Required for this role (if applicable): | | |

Required Skills, Knowledge, and Abilities

- Depth of understanding related to inpatient operations.
- Effective leadership abilities
 - 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.
- A high degree of professionalism and competency dealing with a variety of individuals.
- Conflict management and resolution skills.
- Driven to improve patient experience, patient outcomes, quality and safety while decreasing costs advancing the missions of education and research.

(List any additional skills, knowledge, and abilities specific to the position)