

UW HEALTH JOB DESCRIPTION

Advance Care Planning Program Coordinator

Job Code: 540043	FLSA Status: Exempt	Mgt. Approval: K. McGlynn	Date: November 2023
Department: Ambulatory Social Work		HR Approval: J. McCoy	Date: November 2023

JOB SUMMARY

The Advance Care Planning Program (ACPP) Coordinator provides system-wide oversight and day to day guidance for advance care planning initiatives and service delivery to UW Health-Wisconsin staff, patients, and community. The ACPP Coordinator facilitates improvement of care delivery through practice, education, evaluation, research, and consultation specifically related to advance care planning and surrogate decision making.

This position is responsible for developing and maintaining a plan to roll-out enhanced advance care planning services across the organization and acts as a technical and clinical resource for implementation at each site. The ACPP Coordinator assesses HealthLink and MyChart capabilities and identifies and implements optimization needs. This position analyzes and reports on qualitative and quantitative data regarding programmatic performance.

MAJOR RESPONSIBILITIES

Program Development & Performance Measures

- Ensure program activities and strategic initiatives are coordinated, aligned, and sequenced with Population Health, Ambulatory Care Operations, Ambulatory Social Work, UW Health Legal, UW Office of Legal Affairs, Health Information Management, Information Services, HealthLink Operations, and other internal stakeholders.
- Develop workflows and lead the optimization of advance care planning implementation and enhancement, while promoting equity and access to quality care, across UW Health-Wisconsin and the surrounding community.
- Seek, monitor, and report on existing data to assess organizational advance care planning needs and interventions.
- Evaluate and improve program outcomes based on evidence-based practice, innovative healthcare delivery systems, patient and provider satisfaction scores and professional collaboration with others.
- Collaborate with Marketing and Communications to create and deliver advance care planning messaging using social media, digital marketing, media relations, employee, and patient communications.

Clinical Leadership and Consultation

- Provide leadership and expertise in implementing and maintaining comprehensive, system-wide advance care planning initiatives and related policies.
- Act as liaison between ACP Facilitators, primary care clinic staff, and providers during roll-out of enhanced advance care planning services.
- Advocate for legislative initiatives promoting patient advocacy related to advance care planning.
- Collaborate with regional, state-wide and national advance care planning program leaders to ensure best practices and advance knowledge.
- Act as subject matter expert and provide consultation to UW Health staff and external stakeholders regarding advance care planning, advance directives, surrogate decision making, legal guardianship and Emergency Care DNR orders.
- Evaluate ACP Facilitator competency through consultation, shadowing and HealthLink audits. Implement individualized training and mentorship opportunities to meet identified needs.
- Create and maintain a positive workplace that fosters professional growth and engagement of ACP Facilitators.
- Perform ACP facilitation and documentation with patients to maintain clinical skills and understanding of programmatic needs.

Education & Outreach

- Develop and implement multi-modality advance care planning education and events to meet the identified needs of UW Health staff, learners, patients, and the community.
- Build collaborative partnerships with community leaders to promote advance care planning public awareness, improved education and access to patients with a diversity, equity, and inclusivity focus.

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

JOB REQUIREMENTS

Education	Minimum	Master's degree in Social Work, Nursing, Chaplaincy, Business, or closely related field
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	Preferred	
Work Experience	Minimum	Five (5) years of experience in a health care setting working in advance care planning, chronic disease management, care coordination, bereavement, and/or palliative care
	Preferred	Experience with research, quality improvement, and/or work with advance care planning
Licenses & Certifications	Minimum	Maintain professional license, as applicable
	Preferred	RN Licensed in the State of Wisconsin CAPSW, CISW or LCSW APC Chaplain Certification
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> • Demonstrated ability to work with a diverse range of groups, professionals, agencies, community members, and patients/families • Strong organizational skills and ability to coordinate people and projects in a fiscally responsible manner • Ability to work effectively as a liaison with stakeholders • Team-based management and leadership skills • Ability to work independently and prioritize work • Strong written, verbal, and lecture communication skills • Proficient in the use of software programs such as HealthLink, word processing, PowerPoint, email, and data spreadsheets

AGE SPECIFIC COMPETENCY (Clinical jobs only)

Identify age-specific competencies for direct and indirect patient care providers who regularly assess, manage and treat patients.

Instructions: Indicate the age groups of patients served either by direct or indirect patient care by checking the appropriate boxes below. Next,

<input type="checkbox"/>	Infants (Birth – 11 months)	<input type="checkbox"/>	Adolescent (13 – 19 years)
<input type="checkbox"/>	Toddlers (1 – 3 years)	<input type="checkbox"/>	Young Adult (20 – 40 years)
<input type="checkbox"/>	Preschool (4 – 5 years)	<input type="checkbox"/>	Middle Adult (41 – 65 years)
<input type="checkbox"/>	School Age (6 – 12 years)	<input type="checkbox"/>	Older Adult (Over 65 years)

JOB FUNCTIONS

Review the employee's job description and identify each essential function that is performed differently based on the age group of the patient.

PHYSICAL REQUIREMENTS

Indicate the appropriate physical requirements of this job in the course of a shift. *Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.*

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 docket, 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#

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Other - list any other physical requirements or bona fide occupational qualifications not indicated above:	
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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.