

# UW HEALTH JOB DESCRIPTION

## Regional Services Coordinator

Job Code: 360003

FLSA Status: Exempt

Mgt. Approval: K. Garrod

Date: December 2023

Department: Ambulatory Regional Services

HR Approval: M. Grayson

Date: December 2023

### JOB SUMMARY

Under the direction of the UW Health Ambulatory Regional Services leadership, the Regional Services Coordinator will provide support and expertise in the areas of communication, planning, and monitoring of data and metrics specific to regional adult and pediatric specialty clinic performance in alignment with applicable UW Health Ambulatory Service Standards. This role works collaboratively and cross-functionally with regional system senior and operational leaders as well as UW Health ambulatory regional operations leaders to execute strategies and evaluate, implement, and maintain operational efficiencies of the adult and pediatric regional specialty clinic experience. Contracted clinical services not only include on-site (office and outpatient) clinics, but also inpatient consults, remote read interpretations, medical directorships, and hospital-based programs to assist in keeping the right care local.

This position uses critical thinking and problem-solving skills to identify and address opportunities for improvement while promoting engagement of stakeholders in solution development. This position incorporates improvement processes in daily work.

### MAJOR RESPONSIBILITIES

#### Strategic Planning

- Implement and maintain all aspects of the operational details for new and existing regional services adult and pediatric specialty clinics, including discontinuing a non-strategic or underperforming clinic or provider changes at existing sites.
- Work with ambulatory care Directors, Managers, and others as the first point of contact regarding questions related to current clinic physician schedules and technological and operational questions.
- Collaborate with internal and external sources to assist in developing and implementing the collection of specialty service site-specific data tracking tools (within and/or outside of HealthLink).
- Assist with analytical review and forecasting to measure the success of the clinic operations, schedules, and visit activity while identifying opportunities for site and service growth, development of action plans, and budget forecasting tool.

#### Infrastructure Development and Systems Design and Implementation

- Coordinate the sales, deployment, management, and market analysis of UW Health adult and pediatric regional specialty clinical services.
- Collaborate with UW Health legal counsel on the development of contractual terms, including fair market value documentation and space and staff lease components to support the clinic volumes.
- Analyze market data (populations, managed care contracts, payor mix, and competitors) using a strategic analysis format (i.e. SBAR) to include recommendations for market entry and exit and defend strategies.

#### Project Management

- Oversee and maintain strategic market initiatives as identified via the strategic planning process and specialty care redesign.
- Utilize UW Health Way tools and principles to define and manage project scope, document and monitor timeliness and deliverables, and resolve risks and barriers.
- Manage effective open communication with regional operational stakeholders using status reports and various sources tailored to the audience. Lead planning sessions for new project work including definition of in scope versus out of scope.

#### Facilitation

- Efficiently plan and facilitate meetings of varied participants using standard UW Health Way meeting management techniques (agendas, meeting roles, ground rules, minutes, action item tracking, parking lot, etc.).

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- Lead group discussions at various levels related to clinical performance and applicable Ambulatory Service Standards.
- Coordinate and facilitate complex decision-making processes with multiple stakeholders to reach consensus while ensuring contractual terms are aligned.

### Performance Improvement

- Format, interpret, and distribute data to identified stakeholders using the UW Health Way tools on a routine basis and in alignment with contractual terms and conditions of participation.
- Measure progress toward UW Health strategic initiatives.

### Continuous Learning and Personal Development

- Maintain current knowledge of trends and issues in health care and related fields.
- Maintain current knowledge about organizational policies and procedures, governance structures, regulatory requirements, and applicable technologies.
- Continuously advance expertise in data/analytics competencies.

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

## JOB REQUIREMENTS

Education	Minimum	Bachelor's degree in Business, Marketing, Social Work, or a related field. An equivalent combination of education and work experience will be considered in lieu of a Bachelor's degree.
	Preferred	
Work Experience	Minimum	Three (3) years of experience in a health care setting including project management, relationship building, operations in an ambulatory environment, or executing legal agreements
	Preferred	
Licenses & Certifications	Minimum	None
	Preferred	
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> <li>• Excellent oral and written communication skills, including grammar and spelling</li> <li>• Health care background and experience highly desirable</li> <li>• Excellent prioritization and organizational skills</li> <li>• Excellent interpersonal skills</li> <li>• Demonstrated ability to function both as a team member and as an independent service provider in a health care and administrative office setting</li> <li>• Professional demeanor</li> <li>• Knowledge of word processing, spreadsheet, data base, and presentation software applications</li> <li>• Ability to work independently with minimal oversight</li> </ul>

### 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,

	Infants (Birth – 11 months)		Adolescent (13 – 19 years)
	Toddlers (1 – 3 years)		Young Adult (20 – 40 years)
	Preschool (4 – 5 years)		Middle Adult (41 – 65 years)
	School Age (6 – 12 years)		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.

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<b>PHYSICAL REQUIREMENTS</b>			
<b>Indicate the appropriate physical requirements of this job in the course of a shift.</b> <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 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.	<b>Up to 10#</b>	<b>Negligible</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>20-50#</b>	<b>10-25#</b>	<b>Negligible-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>50-100#</b>	<b>25-50#</b>	<b>10-20#</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 20#</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.