

UW HEALTH JOB DESCRIPTION

Program Manager – UW Health Management System

Job Code: 413001	FLSA Status: Exempt	Mgt. Approval: A. Topel	Date: 9.2020
Department: Quality, Safety and Innovation		HR Approval: J. Middleton	Date: 9.2020

JOB SUMMARY

Under the direction of the Quality, Safety and Innovation Director, this position will have responsibility for the overall management of The UW Health Management System – Leading the UW Health Way. This role will be responsible for training and content development, the implementation plan, and the sustainability plan for the UW Health system.

The program manager will be expected to align the management system plan with the quality improvement educational tools found in the UW Health Improvement Network, provide a set of resources to support learning and mentorship of this program and to develop the organizational framework to apply management system concepts that lead to improved outcomes. The Management System Program includes the following components: initial concept and training development; test or pilot site identification and support; development and implementation of organization-wide training program; alignment with organizational strategic planning and executive leader prioritization; long-term communication plan; measurement and assessment of program effectiveness and success; and further development of the program as needed.

The Program Manager will work with senior leaders across UW Health to understand strategic direction and priorities to develop customized curriculum and collaborative learning sessions that support organization needs. The position will work closely with operational leaders at all levels across UW Health.

MAJOR RESPONSIBILITIES

1. Develop and enhance management system educational competencies, curriculum, content delivery methods and assessment.
2. Work in collaboration with UW Health senior administrative and clinical leaders to develop interdisciplinary team curriculum that aligns with organization priorities.
3. Evaluate program effectiveness; including defining the objectives, developing measures of success, developing evaluation tools and methods and analyzing evaluation results.
4. Advocate for resources and structures that support successful teams.
5. Continually research current best practices in Lean, and other management system and production models, both within healthcare and non-healthcare settings. This includes participation in external professional organizations.
6. Seek opportunities for academic contribution to the field of healthcare improvement coaching. This could include leadership roles in grant-funded opportunities and lead authorship on peer reviewed publications and presentations.
7. Provide mentoring, development and demonstration of performance competencies and standards for QSI improvement staff.
8. Working with program customers, evaluate team complexities and assign QSI coaches to teams based on individual coaching skills and capacity and team needs.
9. Monitor team performance and work collaboratively with organization partners to support teams to be successful.
10. Promote alignment of organization priorities and health care strategic direction with individual team performance.
11. Develop and implement a program communication plan, which includes regular written, small group and large group presentations to a range of audiences, from UW Health senior leaders to front line staff. This may also include external stakeholders.
12. Participate as a member of the Quality, Safety and Innovation Department, contributing to department processes and activities.
13. Adhere and uphold the UW Health Mission, Vision, and Values, and UW Health Service and Performance Standards.
14. Other duties and projects, as assigned.

JOB REQUIREMENTS

Education	Minimum	Bachelor's degree in Business Administration, Organizational Development, Training & Development, Economics, Health Care Administration, Public Health, Industrial Engineering or related field.
	Preferred	Master's degree preferred (experience will be considered in lieu of educational requirement).
Work Experience	Minimum	<ul style="list-style-type: none"> ▪ 3-5 years clinical experience and/or experience within an integrated healthcare system; academic medical center; or large group practice/hospital system preferred. ▪ 3-5 years progressive experience facilitating interdisciplinary improvement teams ▪ 2-3 years of experience in planning, developing, presenting and evaluating program curriculum, content and design is required.
	Preferred	<ul style="list-style-type: none"> ▪ 5 years of experience in planning, developing, presenting and evaluating program curriculum, content and design is required

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Required Skills, Knowledge, and Abilities	<ul style="list-style-type: none"> ▪ Proven ability in managing multiple programs and projects. ▪ Excellent interpersonal skills in interactions with all organizational stakeholders. ▪ Experience developing education programming including curriculum development, content delivery and program assessment. ▪ Proficiency in MS Office Suite is required. ▪ Must demonstrate effective communication and collaborative approach to problem solving. ▪ Ability to work with UW Health leaders across disciplines, clinical departments and in inpatient and outpatient settings. ▪ Experience applying quality improvement methods and tools. ▪ Experience developing and implementing program evaluations with the ability to use data to make continuous program improvements and drive decision-making. ▪ A valid driver's license and a reliable, personal vehicle are required. ▪ Shares department values of: Integrity, Excellence, Innovation, Respect, Accountability, Shared Learning and Collaboration.
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PHYSICAL REQUIREMENTS

Sedentary: Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as dockets, 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.

PHYSICAL ACTIVITY

Primary working position-sitting, with occasional standing, walking, stooping, crouching, and kneeling; frequent reaching, carrying, lifting, pushing, pulling, fingering, grasping, typing, talking-speaking clearly, hearing-conversation, and seeing-near.

WORK ENVIRONMENT

Moderate noise level consistent with an office environment.

PERSONAL/PHYSIOLOGICAL

Interaction with people, working around people, facilitation skills, planning of activities, making judgments in emergency situations, frequent changes in duties and volume of work, intra-organizational communication.

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.