

UW HEALTH JOB DESCRIPTION

ACCOUNTABLE CARE ORGANIZATION (ACO) COORDINATOR

Job Code: 320031	FLSA Status: Exempt	Mgt. Approval: R. Lankton	Date: 4/2019
Department: Population Health		HR Approval: KS	Date: 4/2019

JOB SUMMARY

Under the direction of UW Health Accountable Care Organization (ACO) leadership, the ACO Coordinator will facilitate and support program governance, operations and communication strategies for UW Health ACO. The incumbent is responsible for assisting the Manager, ACO and Value-Based Care with the effective operation of the corporate governance structure for UW Health ACO. This includes all coordination, implementation, and execution related to governance activities of UW Health ACO to ensure the completion of work according to established UW Health ACO goals, policies, procedures and bylaws.

The ACO Coordinator will coordinate the planning, oversight and completion of projects and complex tasks needed to ensure UW Health ACO's successful performance in value-based contracts and compliance with contract requirements. This includes development and maintenance of tracking tools, project plans, and status reports; as well as, responsibility for basic data analysis, collection, submission and research. The individual in this role is expected to incorporate continuous process improvement into daily work using critical thinking and problem-solving skills to identify opportunities for improvement while promoting engagement of stakeholders in solution development. Excellent time management, organizational, and communication skills are essential to this position.

MAJOR RESPONSIBILITIES

- Maintain knowledge regarding ACO policies and procedures, governance structure and regulatory requirements through ongoing research and regular attendance at training webinars.
- Complete tasks and projects needed to ensure UW Health ACO's compliance with applicable rules and regulations defined by government and commercial payers; as well as ACO Board policies, procedures and bylaws.
- Utilize standard project management tools and principles to define and manage project scope, monitor timelines and deliverables, and communicate and identify pathways to resolve risks and barriers.
- Utilize solid business planning principles to develop systems and processes that produce sustainable results and support ongoing operations of UW Health ACO.
- Oversee and maintain effective communication with stakeholders using communication plans, status reports, and various media sources tailored to the audience.
- Effectively plan and facilitate meetings of varied participants using standard meeting management tools and techniques (e.g. agendas, meeting roles, ground rules, minutes, action item tracking) including support of meeting logistics for ACO Board and committees.
- Assist with department special projects as requested.

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

JOB REQUIREMENTS

Education	Minimum	Associate degree in Health Care Administration, Public Health, Social Work, Business Administration or related field. 2 years of relevant administrative and program coordination experience may be considered in lieu of degree in addition to the experience below.
	Preferred	Bachelor's degree
Work Experience	Minimum	Two (2) years of administrative and program coordination experience
	Preferred	Two (2) years of administrative and program coordination experience in a health care setting
Licenses & Certifications	Minimum	
	Preferred	
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> • Demonstrated experience supporting program operations through successful completion of tasks and projects • Strong analytical skills to develop and analyze options, and recommend solutions for complex problems and issues • High attention to detail and ability to interpret complex policies, rules and regulations • Ability to manage multiple priorities, establish workflows and meet necessary deadlines • Strong organizational, decision-making and problem-solving skills • Excellent facilitation, conflict resolution and interpersonal skills • Demonstrated success in facilitating or supporting quality improvement efforts • Ability to generate professional, clearly written communication that is tailored to the audience

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	<ul style="list-style-type: none"> Proficient in common computer applications including Microsoft Office (Word, Excel, PowerPoint, Adobe Pro, Visio). 		
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 FUNCTION			
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. <i>Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.</i>			
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 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.	Up to 10#	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
	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#
	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#
	Very Heavy: Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	Over 100#	Over 50#
List any other physical requirements or bona fide occupational qualifications:			

Work/Environmental: Moderate noise level consistent with an office environment, varied public event settings indoor and outdoor, frequent travel by car and foot..