

UW HEALTH JOB DESCRIPTION

AMBULATORY ACCESS EDUCATION SPECIALIST

Job Code: 300062	FLSA Status: Exempt	Mgt. Approval: T. Gotschall	Date: January 2023
Department: Clinics - Ambulatory Access		HR Approval: B. Haak	Date: January 2023

JOB SUMMARY

The Ambulatory Access Education Specialist (Ed Spec) is responsible for training new and existing staff on scheduling workflows to ensure department team members have the skills to deliver remarkable service to UW patients and their families. Responsibilities will include development and maintenance of training materials for Ambulatory Access workflows, onboarding new staff members, and providing ongoing training to existing staff members. Ed Specs will be expected to have a thorough understanding of scheduling workflows and departmental policies.

Ed Specs will work closely with the Ambulatory Access Operations, Revenue Cycle, Ambulatory Optimization, and IS teams to create and maintain workflow documentation for the department and clinics. This position may deliver training content or may assist and support operational leaders in the delivery of training content.

MAJOR RESPONSIBILITIES

- Work with users at various level of the organization to analyze and prioritize education needs.
- Demonstrate an understanding of the patient journey and perspective. Learn the workflows, business processes, value streams, and key challenges for assigned areas.
- Participate in cross-functional teams, leverage knowledge and skills with a variety of applications, tools, and technologies, and supports successful initiatives to ensure system and partner priorities are met.
- Provide education, optimization, and adoption strategies, services, and solutions for new technologies and innovations for UW Health and respective partners.
- Define small to medium project objectives and ensure deliverables are met within set timelines.
- With minimal oversight, develop and maintain trusted advisor relationships with business, clinical, and operations leaders that include guidance for optimizing use of technology capabilities and deliverables. This includes liaison between stakeholders and vendor representatives.
- Define opportunities to improve system and platform reliability and automate repetitive processes.
- Develop Ambulatory Access specific training programs to include curriculum, courses, materials, onboarding checklists, and proficiency checklists related to scheduling workflows that meet the educational needs of adult learners.
- Create and maintain education and optimization aids such as lesson plans, practice scenarios, eLearning materials, evaluation forms, visual aids and knowledge retention learnings.
- Develop document control systems, and act as distribution gatekeepers of education documents.
- Remain current on changes to department workflows and functionality, updating materials and communicating with other departments when appropriate.
- Perform continual assessment of workflow execution and quality assurance outcomes to enhance and supplement training program offerings and content. This includes direct observation, report development, data analysis, and collaboration with the Quality Assurance team.
- Collaborate with Education, Support, and Optimization educators to align technical and operational training curriculum.
- Provide reports to leadership, staff and other stakeholders as required related to new and ongoing educational programs and individual proficiency.
- Perform testing of applications prior to implementation of new educational programs and workflow changes.
- Gather fresh education, optimization and development information and adult learning techniques through web-based research and participation in appropriate user group meetings.
- Identify and share opportunities to optimize Health Link to maintain alignment with scheduling best practices, and to decrease the onboarding time for new hires.
- Lead and coordinate education projects directly related to scheduling or other large projects as designated by Ambulatory Access management.

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

JOB REQUIREMENTS

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Education	Minimum	Bachelor's degree in Business Administration, Healthcare, or related field. Four (4) years of relevant experience may be considered in lieu of a degree, in addition to the required experience below.
	Preferred	
Work Experience	Minimum	Two (2) years of customer service, training, or other leadership experience
	Preferred	Three (3) years of experience in customer service, training, or other leadership positions in a healthcare setting. Experience teaching adult learners. Experience with eLearning software.
Licenses & Certifications	Minimum	
	Preferred	Certification or Proficiency in Epic Cadence
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> • Excellent customer service skills • Excellent verbal, listening and written communication skills. • Ability to use computers including a variety of word processing and spreadsheet software programs (i.e. MS Word, MS Excel) • Knowledge of medical terminology • Demonstrated leadership skills • Ability to communicate new information in a clear and concise manner • Ability to train new and tenured staff in workflows and technology • Ability to answer phones, greet clients and customers in person, and schedule appointments. • Ability to handle multiple priorities simultaneously. • Excellent organizational skills. • Ability to think independently and demonstrate good problem-solving skills. • Ability to work in a team environment and to collaborate with a variety of individuals in a positive manner. • Ability to travel to and work from UW Health locations in the Madison area

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

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.