

UW HEALTH JOB DESCRIPTION

Clinical Services Coordinator

Job Code: 300094

FLSA Status: Exempt

Mgt. Approval: T. Neely

Date: August 2021

Department: Administration

HR Approval: J. Olson

Date: August 2021

JOB SUMMARY

The Clinical Services Coordinator serves as the project leader for programs and initiatives of the Ambulatory Operations team across the UW Health enterprise. Responsibilities include coordinating the planning, execution, and implementation of programs and processes within the department as well as supporting the ongoing clinical integration initiatives across the enterprise. This role works collaboratively with Ambulatory Operations leadership and cross functionally with system and inpatient operations leaders to support the development of high value programs in a manner that ensures goals are met.

Responsibilities include coordinating the assessment, development, and implementation of programs and initiatives that lead to improved patient experience, operational efficiencies, improved clinical outcomes and reduced cost. The Coordinator will be responsible for programs such as ambulatory master facility planning, care model redesign and sustainability, digital health initiatives impacting ambulatory operations, and Provider Resource Scheduling. The incumbent promotes communication through the department to ensure appropriate information is reaching key stakeholders in a timely manner and requires clinical thinking and problem-solving skills to address opportunities for process improvement.

MAJOR RESPONSIBILITIES

Strategic Planning Support

- Work with operational teams, project leads, providers, managers, directors, and others to support the development of action plans to achieve strategic goals and objectives.
- Define metrics and data collection methods for monitoring progress toward achieving strategic objectives.

Infrastructure Development, Systems Design, and Implementation

- Work collaboratively with UW Health leaders to assess, design, implement, monitor, and evaluate programs for Ambulatory Operations aimed at facilitating improved care processes, increasing job satisfaction of clinical teams, and reducing costs.
- Drive innovative, patient-centered system design changes that push the boundaries of traditional thinking while maintaining credibility and engaging stakeholder support.

Project Management

- Oversee and maintain a portfolio of initiatives
- Utilize project management tools and principles to define and manage project scope, allocate resources, document and monitor timelines and deliverables, and resolve risks and barriers.
- Coordinate workgroups, processes, and workflows to maximize efficiencies and ensure work is being performed at the right levels.

Facilitation

- Plan and facilitate meetings of varied participants using standard meeting management tools and techniques (agendas, meeting roles, ground rules, minutes, action items tracking, parking lot, etc.).
- Serve as liaison to clinical departments, administrators, and providers to disseminate information and facilitate decision making related to operational initiatives.

Continuous Learning and Personal Development

- Maintain current knowledge about organizational policies and procedures, governance structures, regulatory requirements, and applicable technologies.

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 or Health Care related field. Four (4) years of relevant project coordination and process improvement experience may be considered in lieu of a degree in addition to the experience below. |
| | Preferred | Master's Degree in Health Care or Business Administration (MHA/MBA) |
| Work Experience | Minimum | Two (2) years of experience in project coordination and process improvement |
| | Preferred | Three (3) years project coordination and process improvement in a health care institution Previous project management experience |
| Licenses & Certifications | Minimum | |
| | Preferred | Lean Six Sigma Certification in Healthcare |

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| Required Skills, Knowledge, and Abilities | <ul style="list-style-type: none"> <input type="checkbox"/> Knowledge of process improvement and project management tools <input type="checkbox"/> Critical thinking and problem-solving skills to address opportunities for process improvement <input type="checkbox"/> Ability to collaborate and interact effectively at all levels with a variety of organizational entities and personnel across disciplines, clinical departments, and inpatient and outpatient settings <input type="checkbox"/> Ability to pursue desired outcomes in complexity and ambiguity <input type="checkbox"/> Displays strong analytical skills with the ability to understand and interpret complex processes and systems <input type="checkbox"/> Ability to identify, collect, and analyze data using quantitative and qualitative methods; interpret and utilize data to drive improvement <input type="checkbox"/> Thorough knowledge of computer systems and the ability to effectively utilize software applications including spreadsheet development, database development and management, GIS (or other mapping tool), report writers, and presentation software. Experience applying SAS, SQL, or similar querying tools preferred. <input type="checkbox"/> Excellent facilitation, conflict resolution, and interpersonal skills <input type="checkbox"/> Effective presentation skills with ability to prepare and communicate information to leaders <input type="checkbox"/> Ability to generate professional, clear written communications appropriate for the intended audience <input type="checkbox"/> Proven customer service skills with ability to work within all levels of the organization <input type="checkbox"/> Demonstrated experience managing simultaneous complex initiatives crossing organizational boundaries <input type="checkbox"/> Ability to translate strategies and goals into the design and implementation of systems and processes <input type="checkbox"/> Proficient with Microsoft Office applications <input type="checkbox"/> Ability to make judgments in demanding situations |
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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,

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|--|---|
| <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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| List any other physical requirements or bona fide occupational qualifications: | |
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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.