

## UW HEALTH JOB DESCRIPTION

### Telehealth Coordinator

Job Code: 300088	FLSA Status: Exempt	Mgt. Approval: R. Zorn	Date: 6-2018
Department : Telehealth		HR Approval: K. Szudy	Date: 6-2018

### JOB SUMMARY

The Telehealth Coordinator applies strong business planning, process improvement and project management principles to support Telehealth offerings at UWH and regional partner sites. The Telehealth program utilizes innovative workflows and emerging technologies to enhance patient care and wellness within UW Health and other healthcare providers throughout Wisconsin and beyond.

This role is a key contributor to the Telehealth program and supports both current service offerings and implementation of new programs and use cases. The Coordinator coordinates key program elements, maintains an updated library of service offerings and communication materials and facilitates data-driven process improvement action plans.

The Coordinator exercises a high degree of integrity and judgement as well as the ability to effectively manage multiple priorities simultaneously to support a highly-complex and widespread portfolio of services. The Coordinator often works collaboratively and cross-functionally with leaders, clinicians, front-line staff and other external key stakeholders. This role is expected to build and maintain relationships with internal and external stakeholders through the consistent use of effective communication tactics and strong meeting facilitation skills.

### MAJOR RESPONSIBILITIES

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

#### Program Facilitation:

- Positively contributes and interacts as a team member in the development, growth, and sustainability of the UW Health Telehealth Program.
- Apply strong business planning principles to contribute to the development of systems and processes that produce sustainable results.
- Efficiently 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.)
- Work closely with subject matter experts to maintain an updated library of service offerings and project documents to ensure strong institutional knowledge and nimble program operations.
- Use project management tools and principles to support successful execution of telehealth projects: document and monitor timelines, risks and deliverables, plan and manage stakeholder communications.
- Lead large group discussions at various levels on program and process improvement topics.
- Oversee and enhance Telehealth's communication materials. Maintain accurate distribution lists and updated content on internal and external facing websites.
- Coordinate and track key programmatic elements including but not limited to marketing efforts and vendor communications.

#### Process Improvement:

- Format, interpret and distribute data to stakeholders on a routine and ad hoc basis.
- Understand the details of Telehealth services and asks critical questions of processes and workflows to promote continuous quality improvement.
- Facilitate implementation of process improvement action plans with the Telehealth team and operational champions.
- Maintain Telehealth's visibility board to display priorities and trended data.

#### Continuous Learning:

- Maintain current knowledge of trends and issues in digital health and related topics.
- Maintain current knowledge about organizational policies and procedures, governance structures, regulatory requirements and applicable technologies.
- Develop and maintain professional relationships with stakeholders and continuously seek to build new positive relationships.

#### Other:

- May be called upon to participate in meetings and serve as the Telehealth designee.
- Performs other duties as assigned, understanding the role will evolve as the program matures.

### JOB REQUIREMENTS

Education	Minimum	Bachelor's degree in Nursing, Health Care Administration, Public Health, Industrial
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		Engineering, Project Management, Business Administration or other similar area.
	Preferred	Master's Degree in Health Care or Business Administration (MHA/MBA)
Work Experience	Minimum	<ul style="list-style-type: none"> <li>Two (2) years of progressive experience applying process improvement and project management skills</li> <li>Minimum of two (2) years of experience in health care industry</li> </ul>
	Preferred	<ul style="list-style-type: none"> <li>Experience working in an academic medical center.</li> <li>Experience working with telehealth services.</li> <li>Epic experience preferred.</li> </ul>
Licenses & Certifications	Minimum	
	Preferred	
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> <li>Effective presentation skills with ability to expertly prepare and present complex information</li> <li>Ability to generate professional, clear written communications appropriate for the intended audience</li> <li>Demonstrated experience simultaneously managing multiple complex initiatives crossing organizational boundaries</li> <li>Outstanding organizational and time management skills</li> <li>Ability to think systematically and understand the implications of policies and practices</li> <li>Displays strong analytical and process improvement skills with the ability to implement relevant tools and techniques</li> <li>Mastery of Microsoft Office application to create documents, spreadsheets, presentations, roadmaps and workflows</li> <li>Demonstrates critical thinking and problem-solving skills, with the ability to pursue desired outcomes in complexity and ambiguity.</li> <li>Ability to identify, collect, and analyze data using quantitative and qualitative methods; interpret and utilize data to drive improvement.</li> <li>Knowledge of and experience in the application of PDCA and Lean/Six Sigma.</li> <li>Knowledge of business and financial analysis, forecasting and evaluation</li> <li>Excellent facilitation, conflict resolution and interpersonal skills</li> <li>Proven customer service skills with ability to work within all levels of the organization and maneuver across different organizational entities and political environments</li> <li>Knowledge of regulatory requirements, confidentiality standards, and health information management systems</li> </ul> <p><b>Highly-desired skills</b></p> <ul style="list-style-type: none"> <li>Previous experience with telehealth is highly desirable</li> <li>Previous experience with program development is highly desirable</li> <li>Familiarity with hospital and clinic care management environments, operations, language and economics.</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,

<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.*

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Physical Demand Level		Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 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 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.	<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:				