

Senior Results Management Consultant

Job Code: 440088	FLSA Status: Exempt	Mgt. Approval: P. Musgrave	Date: July 2023
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Department: Finance – Results Management	HR Approval: B. Haak	Date: July 2023
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JOB SUMMARY

The Senior Results Management Consultant is responsible for the comprehensive oversight supporting operational, financial, and programmatic activities for all initiatives relating to financial performance across UW Health. This includes establishing, meeting and continuously monitoring the goals and objectives while maintaining alignment with the strategic goals and objectives for UW Health. While the range of duties and responsibilities is broad and varied, the position's major responsibility is supporting the operations, budgeting, financial management, and human resource management across the system. The Results Management Consultant Senior works closely with a variety of stakeholders, coordinating the activities of Finance across the enterprise.

Specifically, the Senior Results Management Consultant will support and project manage the executive framework, tracking mechanisms and facilitate the infrastructure necessary to support and/or manage the initiatives related to financial performance. The Senior Results Management Consultant will lead the oversight of all data analytics in support of financial performance initiatives, as well as coordinating change management and communication activities. The following are some examples of key work this position will be expected to focus on:

- Work to increase financial performance collaboration across the system to ensure financial improvement priorities and opportunities are understood and aligned
- Maintain impartial financial analytical output & KPIs to drive executive decision making, ensuring consistent methodology across all areas
- Define and develop complex project plans with multiple work streams.
- Proactively manage large-scale system projects: define scope, document and monitor timelines and deliverables, identify obstacles and devise contingency plans.
- Collaborate on software tools for creating, tracking, and monitoring initiatives in coordination with IS, Budget, and Enterprise Analytics. This includes identifying financial improvement gaps, designing, developing, and implementing tools to close the gaps.
- Coordinate all analytics supporting target setting and improvement planning.

MAJOR RESPONSIBILITIES

- Identify, develop, implement, and operate systems and processes to solve critical financial needs leveraging high degrees of technical skills (SQL, multiple programming languages, data warehouse development, report development, end user experience, etc) moving and analyzing large quantities of financial and operational system data.
- Drive the strategy and roadmap to solve financial improvement challenges, and lead supporting teams in ensuring the work happens as planned
- Create and develop tools and templates to facilitate standard work and change organizational behavior to support more efficient and cost-conscious goals
- Develop financial standard work for groups throughout the organization, training them on details/methodologies/uses, and supporting the tools/technology as a SME
- Cohesion of operational and financial data in processes and output that give leaders ability to make favorable financial changes
- Ensure our financial resources are able to be maximized to fund additional research, teaching, and patient care
- Actively seeks opportunities to improve financial outcomes, engaging peers and UW Health system leaders in the process.
- Facilitates annual financial goals and actively uses benchmarking to high performing systems in similar area of expertise to set annual targets.
- Monitors and analyzes financial data and utilizes for decisions regarding FTE's, staffing and operational budget.
- Creates financial plan(s), justifying variances, and analyzing cost benefit of programs.
- Provides guidance to operational leaders to effectively allocate resources based on patient volume, space availability, budget constraints, and program priorities, goals and objectives, and operational strategy.

- Develop and maintain a direct working relationship with System CEO and senior executive team on topics that are often uncomfortable and challenging, requiring proactive solutioning to drive work forward without direct authority.
- Develop and maintain System CEO level financial reporting to drive executive action on sustainable business process changes
- Create visually appealing, informative, insightful, and engaging presentations for senior executives
- Leverage detailed and technical analysis and skills to develop, deploy, and maintain a highly directional system long range plan. This includes data mining of clinical, financial, patient, payor, and other operational data, synthesis through development of models, sensitivity analysis through upside/downside scenarios, and deployment to senior leadership.
- Integrate operational and financial resources through analytic methods to drive prioritized action
- Seeks first to understand and then drives root cause analysis to actionable results leveraging a high degree of technical skills, analytical competencies, and outstanding communication skills.
- Continually assesses services, identifies problems, utilizes data to analyze and propose innovative approaches for solutions.
- Creates bi-directional systems that effectively communicate complex information and data, utilizing multiple methods.
- Leverages detailed healthcare information including contracts, payables, payroll, clinical and patient level financial data to help drive informed decision making, modeling out cost savings or reimbursement increase to validate and audit departmental financial performance goals.
- Consults, assists in development and management of operational initiatives with measurable outcomes.
- Prepares and delivers reports to operational leadership outlining progress toward meeting annual goals and objectives, to include performance related to finance, clinical activity, quality, safety, marketing, and human resources.
- Serves as a resource for business units, fostering the client relationship and building trust, to ensure financial, strategic, and operational goals are met
- Ensures effective facilitation of meetings and displays high levels of indirect leadership skills to ensure overall effectiveness of meetings, projects, and all other communication.
- Develops and implements clinical outcome measures for quality improvement, cost and complication reduction, and the implementation of evidence-based medicine.
- Articulates and presents data, information and ideas in a clear and concise manner.
- Applies UW Health Way, mission, vision, and values to communicate opinions and ideas in a nonthreatening and nonjudgmental manner to peers and others, demonstrating empathy and concerns while ensuring finance goals are met.

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

JOB REQUIREMENTS

Education	Minimum	Bachelor's degree in Business, Computer Sciences, Mathematics, Management, a clinical discipline, or other related field
	Preferred	Master's degree in Project Management, Business, Computer Sciences, Mathematics, Management, a clinical discipline, or other related field
Work Experience	Minimum	Five (5) years of progressively responsible experience in a Healthcare, Finance, Analytics or related position.
	Preferred	Experience with an Academic Medical Center or Health System. Additionally, strong focus on project management and process improvement.
Licenses & Certifications	Minimum	
	Preferred	CPA, CFA, Project Management Institute (PMI) Project Management professional (PMP) certification preferred.

Required Skills, Knowledge, and Abilities	<ul style="list-style-type: none"> • Ability to work with large sets of data • Knowledge of SQL or other programming languages • Knowledge of Healthcare Productivity & Benchmarking • Excellent communication and interpersonal skills to include the ability to negotiate and resolve conflicts and build teams. • Demonstrated creativity and flexibility. • Ability to operate in high-pressure situations. • Excellent organizational skills. • Demonstrated innovative approach to problem resolution. • Ability to work collaboratively across UW Health entities and disciplines. Demonstrated commitment to patient- and family centered care. • Broad knowledge of modern health care administration practices and principles within a managed care environment and/or an academic medical center. • Effective analytical ability in order to develop and analyze options, recommend solutions to and solve complex problems and issues. • Knowledge of principles and techniques used in negotiation as applied to service contracts and equipment purchasing. • Effective organizational, planning and project management abilities. • Experience in financial and programmatic presentations. • Ability to function independently and deal with multiple, simultaneous projects. • Ability to recognize personal strengths and weaknesses and develop goals for professional growth and achievement. • Ability to implement change in a positive, sensitive and forward- thinking manner • Planning and problem solving • Self-starter with a willingness to try new ideas • Positive, can-do attitude coupled with a sense of urgency • Good judgment and ability to act decisively at the right time • Ability to persuade others and develop consensus • Effective communication skills both in written and verbal presentation with a communication style that is open and foster trust, credibility and understanding. • Ability to effect collaborative and promote teamwork • Ability to ensure a high level of customer satisfaction including employees, patients, visitors, faculty, referring physicians and external stakeholders • Ability to create win/win solutions and relationships
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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:	<ul style="list-style-type: none"> • 		

Work/Environmental: Moderate noise level consistent with an office environment

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.