

UW HEALTH JOB DESCRIPTION

Health Service Project Specialist

Job Code: 02574

FLSA Status:

Mgt. Approval: Date:

HR Approval: Date: January 2014

JOB SUMMARY

Responsible for supporting health management programs, quality improvement activities, and special projects as directed by the Health Services Manager and the Director of Quality and Care Management. The major focus of the position is Wellness and Coaching. Responsible for managing special projects as assigned.

MAJOR RESPONSIBILITIES

1. Work with the Medical Director, Director of Quality and Care Management, and Health Services Manager to identify strategies and opportunities for improving the health status of Unity's membership. This includes managing special projects and assignments, as needed.
2. Consult with and work with employer groups, as needed, to assess, design, implement, and evaluate health promotion programs at their worksite, in collaboration with Unity staff and other sources as needed.
3. Coordination and oversight of the High Risk Health Coaching program, including reporting, outreach, analysis and effectiveness.
4. Coordinate and oversee the writing and editing of the Quarterly Unity newsletter on behalf of Health Services for members, employers, and practitioners.
5. Production of health education materials on issues related to specialty area(s) and coordinates the distribution of these materials to members.
6. Participate in the development of health management system programs, clinical practice guidelines and preventive health initiatives. Work with network providers to implement identified improvement processes.
7. Provide support for QI initiatives, health management programs, behavioral and preventive health activities, clinical and preventive health guidelines, member and provider materials, data analysis, outcome measurement, health fair promotion and other Worksite Wellness issues.
8. Answer member questions regarding preventive health care initiatives, wellness initiatives and disease management initiatives, and other health related concerns as necessary.
9. Responsible for NCQA related functions as quality improvement programming necessitates.
10. Participate in HEDIS and medical record standards data collection and design of tools for acquisition of health information.
11. Provide backup and support for other Health Management Programs.
12. Participate in appropriate committees.
13. Responsible for adhering to the principles of continuous quality improvement to ensure that Unity's members receive the highest quality of service and care.
14. Responsible for adhering to the practices and principles of confidentiality as outlined in Unity's HIPAA Privacy Policies & Procedures
15. All other duties and responsibilities as required by the position.

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

JOB REQUIREMENTS

Education	Minimum	Bachelor's degree in health education, nursing or related health field required
	Preferred	Master's degree preferred
Work Experience	Minimum	3 years of experience in a managed care setting and/or quality improvement or research processes.
	Preferred	Prior quality improvement experience and/or coordination of health & disease management programs preferable Knowledge and experience with health coaching
Licenses & Certifications	Minimum	
	Preferred	
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> Ability to develop and professionally present educational programs/workshops Experience managing projects from start to finish. Must be able to work on multiple projects simultaneously. Knowledge of quality improvement principles preferred. A self-starter with excellent problem solving, decision making and follow through skills. A team player with strong communication, leadership, management and

UW HEALTH JOB DESCRIPTION

	<p>interpersonal skills.</p> <ul style="list-style-type: none"> • Strong knowledge of personal computer software applications including Microsoft Word, PowerPoint and Excel. Internet knowledge, with the ability to complete literature searches, preferred. • Highly developed written and oral communication skills. Ability to communicate professionally and present information in a positive and motivating manner internally and externally at all levels. • Ability to work well with minimal supervision • Ability to work well with both internal and external “customers” at various levels of many organizations • Valid Stated of Wisconsin driver’s license required. Must be willing to travel for meetings and occasional overnight stays.
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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,

	Infants (Birth – 11 months)	X	Adolescent (13 – 19 years)
	Toddlers (1 – 3 years)	X	Young Adult (20 – 40 years)
	Preschool (4 – 5 years)	X	Middle Adult (41 – 65 years)
	School Age (6 – 12 years)	X	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. *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#

List any other physical requirements or bona fide occupational qualifications:

Work/Environmental: Often needs to operate a motor vehicle; carrying a pager or cell phone may be necessary; moderate noise level consistent with an office environment. Staff may meet face to face with member/family/care team to assist with coordination. Meetings may take place in the clinic, home, hospital, SNF, Assisted Living, etc. Minimal risk of exposure to communicable disease, blood, and body fluids.

Personal/Physiological: Interacting with people, making judgments, intra-organizational and external communications; environment may be demanding

UW HEALTH JOB DESCRIPTION