

UW HEALTH JOB DESCRIPTION

Hospital Operations Partner

Job Code: 450016	FLSA Status: Exempt	Mgt. Approval: Multiple	Date: November 2021
Department: Across the System		HR Approval: J. Olson	Date: November 2021

JOB SUMMARY

The Hospital Operations Partner coordinates, facilitates, and aligns multiple improvement efforts to support hospital operations and services provided at UW Health. The Hospital Operations Partner works collaboratively and cross-functionally with system and hospital leaders, faculty, and associates to develop and improve programs, operations, and services in a manner that adheres to the operational goals with a strong focus on all UW Health foundational competencies.

The incumbent will have the primary responsibility to coordinate and move high priority hospital operations initiatives and projects from initiation to implementation on behalf of hospital executive leadership. Areas of focus may include, but are not limited to, quality and patient safety, operational improvement, and performance improvement. The Hospital Operations Partner must effectively communicate with stakeholders throughout the organization in a manner that optimizes the efficiency with which projects are completed and programs are implemented.

To achieve project and program objectives, the incumbent will identify, communicate with, align, and leverage a variety of resources within the respective hospital and across UW Health, including but not limited to Quality and Patient Safety, Organizational Improvement, Patient Experience, Enterprise Analytics, Finance, and UW Health system partners. As a result, the incumbent must be adept at working successfully with a variety of stakeholders including project managers, improvement advisors, analysts, front line leadership, senior leadership, physicians, clinicians, and other front-line staff. The Hospital Operations Partner must also be comfortable working in a complex, fast-paced environment with a diversity of projects spanning the full spectrum of hospital and hospital-based clinic functions.

MAJOR RESPONSIBILITIES

Performance Improvement and Project Management

- Coordinates the multitude of improvement efforts (i.e. quality and safety) across the hospital and within the broader applicable system of care.
- Leads planning and project management for cross-functional units as well as teams, committees, and/or councils.
- Works with a wide array of staff, leaders, patient and family advisors, clinicians, and senior executives to develop and implement projects.
- Serves in a coordinator/facilitator role, as guided by the leadership of the substructures of the Service Council(s) to include but not limited to safety reviews, performance improvement projects, HERO, HACS, SSE, and PIPPS.
- Supports the Service Council structure, specific to the clinical spokes.

Safety and Quality Improvement

- Supports and ensures practices are adopted from the organization's management system (UW Health Way) within the hospital, including connecting leaders with resources as needed as well as learning from and aligning with the spread of UW Health Way across UW Health.
- Serves as the person responsible for preparing implementation, work, tactical, and timeline plans for projects and/or quality and safety priorities assigned in collaboration with those who do the work that is impacted. Monitors progress reporting relative to such plans.
- Ensures project work is progressing via activation and facilitation of implementation teams in collaboration with an executive sponsor and operational owner. Prepares update communication and 'action item' deliverables, consistently engaging one-on-one with project champions, accountable leaders, and other members of senior leadership.
- Establishes monitoring process for tracking performance of priority quality and safety initiatives to facilitate programmatic adjustments needed to assure accomplishment of objectives in alignment with the UW Health Way methods and the hospital management system.
- Oversees collection and utilization of operational and benchmarking data to recommend targets for improvements.
- Participates in the review of program processes. Recommends and participates in implementation of process improvements through engagement with those who do the work. Monitors and measures process changes.
- Facilitates cross-functional performance improvement teams at the prioritization of an executive sponsor.
- Partners with front-line team members, researches industry best practices, and collaborates with front-line staff to recommend process improvements to leadership.

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- Reviews and recommends policies that support the direction programs.

Accreditation

- Supports current and future accreditation work within the hospital.
- Researches, analyzes, and recommends opportunities for accreditation and external recognition.
- Manages the process, completes applications for, and ensures the submission process is completed for accreditation and external recognition.
- Coordinates the availability of key participants for site visits.
- Functions as a liaison to the UW Health Quality, Regulations and Accreditation department.

Other Duties as Assigned

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

JOB REQUIREMENTS

Education	Minimum	Bachelor's degree in Business Administration, Health Science, Operations Management, Industrial Engineering, or related field. Four (4) years of relevant quality improvement experience may be considered in lieu of degree in addition to experience below.
	Preferred	Master's degree in Business Administration, Health Care Administration, Health Science, Operations Management, Industrial Engineering, or related field
Work Experience	Minimum	- Three (3) years of related experience in applying process improvement and project management skills - One (1) year of experience with coaching teams and facilitating quality improvement or three (3) years of experience working in patient care or a related job in a healthcare setting
	Preferred	Evidence of managing a portfolio of improvement projects Experience facilitating quality improvement in a healthcare setting
Licenses & Certifications	Minimum	
	Preferred	Certified Professional in Healthcare Quality (CPHQ) or Project Management Professional (PMP) certification
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> • Ability to interact with and work around people • Ability to make judgments in demanding situations • Ability to react to frequent changes in duties and volume of work • Effective communication skills • Ability to listen empathetically • Ability to logically organize details • Comfortable accepting responsibility for medium to large scale projects involving multiple resources and spanning many months from start to finish • Ability to manage multiple concurrent activities • Advanced level of expertise in spreadsheet, word processing, presentation, diagramming, and project management software is preferred • Clinical or health operations experience preferred • Knowledge of finance, operations, logistics, statistical and simulation modeling, administrative theory, process improvement, and project management preferred

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)

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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#
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.