

## UW HEALTH POSITION DESCRIPTION

POSITION SPECIFICS		
Title: Improvement Coach		Department/Number: Admin-Qlty,Sfty & Innovation
Reports to: QSI Manager		
Job Code: 02553	FLSA Status: Exempt	
Manager Approval: Demitrios Date: 8.2016		HR Approval: KMS Date: 8.2016
POSITION SUMMARY		
<p>Under the direction of the QSI Manager, this position will facilitate the development and engagement of interdisciplinary teams in improvement using a structured improvement methodology. The Coach will be responsible for providing education to the teams in the use of project management and process improvement tools and techniques in an effort to promote a culture of continuous learning and improvement. More specifically, this position will help teams plan and run effective meetings, use data to assess their work, plan and test change ideas, gather and track data to monitor the effectiveness of change, and develop communication plans for sharing information on improvement efforts. This position is also responsible for transferring skills to the teams so they can continue to improve their work and sustain improvements in the long term without coaching support. In addition, the Coach must be able to manage group dynamics and maintain open communication with stakeholders regarding team progress and barriers.</p>		
MAJOR RESPONSIBILITIES		
<p>The improvement coach is responsible for supporting the development and engagement of interdisciplinary teams by coaching teams to:</p> <ul style="list-style-type: none"> <li>• Plan and run effective team meetings and daily huddles to keep a disciplined rhythm and pace to improving outcomes.</li> <li>• Assess their work and gain knowledge of their purpose, stakeholders, team members, processes, and patterns (norms, outcomes).</li> <li>• Plan change by setting specific aims and using proven tools that support rapid cycle tests of change.</li> <li>• Customize processes, and build standards into day to day routine to sustain the changes.</li> <li>• Integrate technological tools (e.g. registries, Health Link) into work processes.</li> <li>• Collect and use measurement data daily/weekly/monthly to monitor the effectiveness of changes.</li> <li>• Effectively manage the team process and group dynamics, and support collaborative decision-making.</li> <li>• <i>Strategic Thinking:</i> Proactively seeks to know the UW Health organizational structure, core leaders, decision makers, and relationships with other functional areas. Applies knowledge of the organization to help align and guide the team's ability to achieve high performance.</li> <li>• <i>Solution Development:</i> Facilitates analysis and discussion of solution alternatives. Encourages alignment of requirements and solution alternatives with team objectives. Understands and can describe the inter-relationships between various UW Health functional/business units.</li> <li>• <i>Clinical Operations:</i> Proactively seeks to know the clinic operations organizational structure, core leaders, decision makers, and relationships with other functional areas. Understands structures and processes utilized in care delivery for patients within the ambulatory care setting. Applies knowledge of the clinic processes to facilitate and align process improvement work with the Ambulatory Standards.</li> <li>• <i>Problem Solving:</i> Guides teams in clarifying problems and identifying opportunities for improvement. Facilitates small to medium problem brainstorming sessions. Has working knowledge of quality tools (i.e., cause-and-effect diagram, , control charts, histogram, pareto chart, scatter diagram) and when to use them.</li> </ul>		

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- *Using and Analyzing Data:* Helps UW Health teams plan data and analysis collection efforts. Understands and articulates underlying assumptions that may affect the data. Knowledge of Wisconsin Collaborative for Healthcare Quality (WCHQ), Avatar, and other quality measures related to healthcare. Technically proficient in basic tools for manipulating and presenting data (Excel, Access).
- *Process Improvement:* Understands how to analyze and research problem statements, establish team objectives, and research external and internal benchmark performance standards. Applies appropriate process methodologies, tools and techniques in the facilitation of process design or re-design engagements. Helps to conduct basic root cause analysis on problem statements.
- *Facilitation:* Uses active listening, mirroring and paraphrasing during meetings to foster alignment and understanding. Facilitates discussion and encourages questions. Understands the importance of group dynamics and the role it plays in meeting processes and outcomes. Applies specific techniques for facilitating meetings with conference call attendees. Constructs agendas that consider basic group dynamics principles as well as tasks and goals.
- *Service Orientation:* Anticipates UW Health stakeholder needs and quickly responds with appropriate and helpful solutions. Develops trust and credibility with team members, other coaches and program leaders. Demonstrates understanding of needs and issues from the teams' and program leaders' perspectives. Learns UW Health mission, objectives, and work processes.
- *Coaching Development:* Actively contributes to coach team meetings and engagements. Helps new coaches by sharing documentation, templates, and tips that might be helpful. Takes necessary corrective action to keep own performance on track.
- *Emotional Intelligence:* Familiar with the components of Emotional Intelligence. Self-regulates, understands individual actions and how they affect interpersonal relationships with sponsors and team members. Seeks guidance from others and quickly adapts to changing environments and direction.
- *Learning:* Develops a targeted personal learning plan in conjunction with a Manager or mentor and consistently executes against the plan. Analyzes and uses both successes and failures as opportunities for continuous learning.
- *Knowledge Sharing:* Adapts work products (tools, templates, presentations) for use by other coaches or in other contexts. Actively uses and adapts current store of reusable work products. Documents and shares key learnings and best practices.
- *Communication:* Demonstrates organized and accurate information in written communication. Articulates thoughts and ideas in language appropriate to the listener. Skilled in the use of Power Point and demonstrates the ability effectively present information to all levels within UW Health.. Respectfully interacts with others by actively listening, observing reactions and asking for clarification.

**All duties and requirements must be performed consistent with the UW Health Performance Standards.**

### POSITION REQUIREMENTS

Education	Minimum	Bachelor's degree (Business Administration, Economics, Health Care Administration, Public Health, Industrial Engineering or health related field) or equivalent experience.
	Preferred	Master's degree in a related field or equivalent experience.
Work Experience	Minimum	2 years progressive experience facilitating interdisciplinary improvement teams in a healthcare setting.

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	Preferred	2 years work experience in health care setting.
Licenses & Certifications	Minimum	
	Preferred	
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> <li>▪ Must demonstrate ability to work in diverse teams representing various disciplines, including representatives from front line staff to senior management.</li> <li>▪ Must demonstrate strong communication and active listening skills. Must be skilled at facilitating a group process, building teams and transferring knowledge and skills.</li> <li>▪ Clinical experience and/or knowledge of health care systems is preferred.</li> <li>▪ Experience applying quality improvement processes and tools is preferred.</li> <li>▪ Experience collecting and displaying improvement data to drive decision-making and prioritizing is preferred.</li> <li>▪ A valid driver's license and a reliable, personal vehicle are required.</li> </ul>

### 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
<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:				

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

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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.