

UW HEALTH JOB DESCRIPTION

Medical Staff Administration Coordinator

Job Code: 350059	FLSA Status: Exempt	Mgt. Approval: L. Larson	Date: November 2023
Department: Medical Staff Administration		HR Approval: M. Grayson	Date: November 2023

JOB SUMMARY

The Medical Staff Administration Coordinator is a technical expert in medical staff credentialing and privileging and is responsible for coordination of the medical staff processes including oversight of compliance with delegated credentialing agreements. The Coordinator assists in the development of work plans to achieve the goals of the office. This position provides leadership to Medical Staff Administration Specialists to enable the institution to achieve substantial compliance with accreditation standards related to the Medical Staff and other credentialed providers. The Coordinator ensures that the activities of the Medical Staff Office are conducted in a manner consistent with accreditation standards, the mission of UW Health, and established institutional policies and procedures. This position designs communications to internal and external stakeholders, and coordinates reports and statistics of programmatic performance. The Coordinator analyzes and researches issues related to medical staff credentialing and privileging and drafts recommendations. The Coordinator provides guidance to office staff, as well as performance feedback to department leadership.

MAJOR RESPONSIBILITIES

- In conjunction with organizational and departmental leadership, defines objectives of the Medical Staff Administration office.
- Serves as a technical expert in medical staff and advanced practice provider (APP) credentialing and privileging, delegated credentialing agreements, and other medical staff processes and their associated standards, rules, and regulations.
- Coordinates activities related to database functions including, but not limited to, online application development and maintenance.
- Coordinates all aspects of delegated credentialing audits in compliance with the National Committee for Quality Assurance (NCQA) requirements including standards interpretation and explanation to external customers about how the credentialing process meets those standards.
- Coordinates credentialing with internal and external customers including Credentials Verification Organization (CVO) clients, regional partners, Ambulatory Regional Services, and Provider Enrollment.
- Is responsible to the State of Wisconsin, Centers for Medicare and Medicaid Services (CMS), and The Joint Commission (TJC) for processes supporting the implementation of standards for medical staff credentialing and privileging.
- Provides guidance to Medical Staff Administration staff.
- Provides guidance and feedback to UWSMPH departments related to items such as review of potential providers for clinical eligibility, expiring credentials/licenses, and privilege questions.
- Provides performance feedback on program employees to departmental leadership.
- Schedules and forecasts program staffing and other resource needs.
- Evaluates and reports to departmental leadership on status and changes in Medical Staff issues.
- Coordinates processes related to Electronic Prescribing of Controlled Substances (EPCS) for those parties utilizing UW Health's EMR (including Community Connect partners).
- Participates in providing education related to medical staff processes.
- Assists with the planning, delivery, evaluation, and fiscal management of medical staff administration processes.
- Assists in the oversight of strategic and operational projects within the team.
- Role models service excellence in interactions with internal and external customers and partners.
- Establishes a strong cooperative relationship with applicable leaders by providing the information, tools, and services necessary to carry out their responsibilities.
- Designs and orchestrates the delivery of applicable communication to internal and external customers and partners coordinating reports and statistics of programmatic performance.
- Demonstrates excellent oral and written communication using a variety of methodologies.
- Translates data and information into meaningful stories related to strategic aspects of assigned program.
- Participates in the review of program processes. Recommends and participates in implementation of process improvements. Monitors and measures process changes.
- Researches industry best practices and recommends process improvements to leadership.
- Stays abreast of regulatory requirements and best practices related to medical staff administration functions through networking, professional organization membership, and attending national meetings.

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- Reviews and recommends policies that support the direction of the medical staff administrative team.

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

JOB REQUIREMENTS

Education	Minimum	Bachelor's degree in Business, Health Care, or related field. Four (4) years of combined education (e.g. Associate degree) and work experience may be considered in lieu of degree in addition to the experience below.
	Preferred	
Work Experience	Minimum	Three (3) years of progressively responsible experience in medical staff credentialing and privileging, human resources, or similar work.
	Preferred	
Licenses & Certifications	Minimum	None
	Preferred	Certified Provider Credentialing Specialist (CPCS) or Certified Professional Medical Services Management (CPMSM)
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> Knowledge and experience with medical staff credentialing and privileging processes. Knowledge of The Joint Commission, National Commission of Quality Assurance, and Center for Medicare Service standards, rules, and regulations and how to apply them to medical staff processes. Exceptional oral and written communication skills. Ability to independently research issues and make effective recommendations using critical thinking skills. Effective analytical ability to solve complex problems and issues. Excellent customer service skills and ability to work with a diverse group of people. Demonstrated ability to function independently and as a team member, and consistently deliver quality outcomes. Excellent organizational skills and attention to detail. Competent in Microsoft Outlook, Word, Excel, and PowerPoint. Knowledge of and comfort with credentialing software, ECHO 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)

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 dockets, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and	Up to 10#	Negligible	Negligible

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	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.			
	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.