

UW HEALTH POSITION DESCRIPTION

POSITION SPECIFICS

Title: Program Coordinator- Medical Staff Administration		Department/Number: Medical Staff Administration/43030	
Reports to: Manager, Medical Staff Administration			
Job Code: 2408	FLSA Status: Exempt		
Manager Approval: L. Larson Date: 8-16		HR Approval: R. Temple Date: 8-16	

POSITION SUMMARY

The Office of Medical Staff Administration is responsible for the credentialing, privileging, and reappointment of more than 1,400 medical faculty practicing at UW Health and the credentialing of more than 400 advanced practice providers. It also provides administrative support to the medical staff organization. The Medical Staff Program Coordinator is considered 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. In coordination with the Department Manager, the program coordinator will help develop work plans to achieve the goals of the office. The Medical Staff Program Coordinator provides leadership 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. Responsibilities include designing communication to internal and external stakeholders and coordinating reports and statistics of programmatic performance. The Program Coordinator analyzes and researches issues related to medical staff issues and drafts recommendations, as needed. The Coordinator also will provide guidance to the office staff and will provide performance feedback to the Manager.

MAJOR RESPONSIBILITIES

Program Leadership

- In conjunction with organizational and departmental leadership, define objectives of the Medical Staff Administration office.
- Serve as a technical expert in medical staff credentialing and privileging, delegated credentialing agreements, and other medical staff processes and their associated standards, rules, and regulations.
- Is responsible to the State of Wisconsin, CMS, and TJC for processes supporting the implementation of standards for medical staff credentialing and privileging.
- Provide guidance to MSA staff.
- Provide performance feedback on program employees to Manager.
- Schedule and forecast program staffing and other resource needs.
- Evaluate and report to departmental management on status and changes in Medical Staff issues.

Service Delivery

- 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 constituents.
- Establishes a strong cooperative relationship with applicable leaders by providing the information, tools, and services necessary to carry out their responsibilities.

Communication

- Designs and orchestrates the delivery of applicable communication to internal and external constituents 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.

Operational Improvement

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

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Miscellaneous

- Responsible for other miscellaneous duties as assigned.

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

POSITION REQUIREMENTS

Education	Minimum	Associates degree in a related field
	Preferred	Bachelors degree in business, health care, or a related field
Work Experience	Minimum	Five (5) years of progressively responsible experience in medical staff credentialing and privileging
	Preferred	
Licenses & Certifications	Minimum	Certification for the Professional in Medical Services Management or Provider Credentialing Specialist through NAMSS
	Preferred	
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 Commissions, National Commission of Quality Assurance and Center for Medicare Services standards, rules and regulations and how to apply them to medical staff processes. • Exceptional oral/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. • Track record demonstrating ability to function independently and as a team member, and consistently deliver quality outcomes. • Excellent organizational skills and attention to detail. • Competent in MS Outlook, Word, Excel, and PowerPoint. • Knowledge of and comfort with credentialing software, ECHO preferred. 		

AGE – SPECIFIC COMPETENCY

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 Function

Review the employee's job description, and identify each essential function that is performed differently based on the age group of the patient.

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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	Up to 10#	Negligible	Negligible

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	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.			
	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:

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.