

UW HEALTH JOB DESCRIPTION

POSITION SPECIFICS			
Title: Program Coordinator, Radiology Performance Improvement		Department/Number: 8003	
Reports to: Director, Radiology Services		Position Number:	
Job Code: 2408	FLSA Status: Exempt	FTE: 1.0	Bargaining Unit: Non-represented
Approved By/Date: V Hill 7-12		HR Approved By/Date: CJU 7-12	
POSITION SUMMARY			
<p>Under the general direction of the Administrative Director of Radiology Services, the Program Coordinator provides overall planning and daily supervision of all operational aspects and activities of Radiology performance improvement projects, including but not limited to projects aimed at meeting departmental goals, enhancing quality, regulatory compliance, patient safety and operational efficiency.</p> <p>The incumbent is responsible for department wide planning efforts involving coordination of the planning and implementation of systems and services to support future programs, clinical growth and services. The individual participates as an important member of the Department's management team to address and resolve broad management/administrative issues such as planning for future programs and services, cost monitoring and control, patient and staff safety, patient flows, operational monitoring, regulatory compliance, public relations and the overall timeliness and quality of services provided to customers in assigned sections and across the Department.</p> <p>The incumbent must remain up to date on technologies and performance improvement strategies by reading journals, attending relevant training and providing relevant performance improvement training to the staff involved in performance improvement workgroups. Prepare and implement work schedules and project plans including work assignments for staff not directly reporting to the incumbent.</p> <p>This position also provides overall planning and daily supervision of Administrative support staff, including regular clerical support staff and temporary student staff, who support program projects. Interview, hire, orient, and supervise all administrative support staff. Provide immediate supervision and corrective action (as required), assign work, evaluate performance and ensure on going competency based and required training. Complete bi-weekly payroll and approve time off ensuring adequate staffing at all times.</p> <p>Work closely with UWHC Quality Management staff, Radiology Administration, and Information Technology Systems teams to identify present and future needs.</p> <p>Ensure that all section, departmental, hospital and The Joint Commission (TJC) guidelines are met.</p> <p>Consult and collaborate with other members of Radiology leadership to ensure the integration of strategic financial objectives, performance management, quality and improvement and technological performance.</p> <p>Ensure quality improvement goals are met that improve the internal systems and work environment to enable practitioners and staff to improve processes. Organizationally, the goal is to design processes to improve patient health outcomes.</p> <p>Establish internal processes to provide safe, efficient, caring and respectful patient centered care.</p> <p>All duties and requirements must be performed consistent with the UWHC Organizational Performance Standards.</p>			

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MAJOR RESPONSIBILITIES (Essential Functions)

1. Manages staff for assigned section.

- Orient applicants and/or new employees on the overall job requirements, policies and work procedures.
- Interview and hire qualified job applicants.
- Counsel employees on unsatisfactory performance and/or work behavior.
- Responsible for staff retention, which includes ongoing staff monitoring and counseling employees at risk of ending their appointments.
- Administer formal disciplinary action, up to and including discharge.
- Prepare formal performance evaluations, discusses evaluations with employees and Administrative Director.
- Assign work duties and responsibilities to subordinate staff.
- Approve time off and prepare work schedules to assure proper maintenance coverage.
- Maintain time records and submit proper information to the payroll department.

2. Manages departmental projects designed to meet departmental goals, regulatory compliance, enhance quality, patient safety and operational efficiency.

- Assist the rest of the Radiology Management team by developing project charter, project plans, preparing documents and reports for projects and project metrics/dashboard.
- Assemble project teams with input from Radiology Managers and Faculty.
- Prepare and manages project budget including assuring correct payments for supplies, time and material charges, and parts, etc.
- Perform benchmark survey to determine best practice for performance improvement for each project.
- Participate in training programs that enhance knowledge of performance improvement tools and methods.
- Provide and recommend relevant training for project team participants.
- Responsible to meet budgetary targets including operating costs of all projects within the incumbents' scope of project work.
- Provides regular status reports for the management team and faculty regarding status of projects and equipment purchases.
- Interact with lead workers, technologists, nurses, clerical support staff, radiologists, and others throughout the course of the day to address and resolve the many different issues that impact the provision of services.
- Initiate and make suggestions for new methods of service, facility, and equipment improvements.
- Communicate with other departments and attend meetings as necessary to address needs and improve performance within the Department.
- Incumbent is committed to and performs the highest standards of patient safety.
- Incumbent will demonstrate prescribed operating procedures to ensure the highest quality of patient care and service.
- Oversee performance of quality assurance and quality improvement activities. Assess documentation of problems encountered. Investigate and respond using an alternative process, staff education or referral to appropriate resource. Ensure appropriate documentation is completed and maintained for continuous improvement.

QUALIFICATIONS

Education

Minimum

- Undergraduate degree from an accredited college or university in a relevant subject area such as a Bachelor's in Business or Healthcare Administration, Physical Science, Biological Science, or related major.

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	Preferred	<ul style="list-style-type: none"> Master's degree in a relevant subject area such as Business Administration, or Health Care Administration is strongly preferred.
Work Experience	Minimum	<ul style="list-style-type: none"> Three years experience in a health care setting. Experience in project management.
	Preferred	<ul style="list-style-type: none"> Experience with an academic medical center is preferred Experience working in Radiology is preferred.
Required Licenses/Certifications	Minimum	
	Preferred	<ul style="list-style-type: none"> Project management
Required Skills, Knowledge, and Abilities	<ul style="list-style-type: none"> Broad knowledge of health care administration, principles and practices within a managed care environment and/or an academic medical center Effective managerial and administrative abilities as applied to the management of operational programs Effective leadership abilities <ul style="list-style-type: none"> — Ability to implement change in a positive, sensitive and forward-thinking manner — Planning and problem solving — Developing goals and objectives, and establishing priorities — Inspires confidence, appropriate risk taking and achievement of high standards — Self-starter with a willingness to try new ideas — Positive, can-do attitude coupled with a sense of urgency. — Good judgment and ability to act decisively at the right time. — Ability to persuade others and develop consensus Effective communication skills both in written and verbal presentation with a communication style that is open and fosters trust, credibility and understanding Effective analytical ability in order to develop and analyze options, recommend solutions to and solve complex problems and issues Effective human relations abilities <ul style="list-style-type: none"> — Ability to effect collaborative alliances and promote teamwork — Ability to insure a high level of customer satisfaction including employees, patients, visitors, faculty, referring physicians and external stakeholders. Project management to effectively plan and implement long-term projects. Strong skills with MS Excel and macro programming. Knowledge of project management software (i.e. MS Project) 	

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ADDENDUM I

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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ADDENDUM II

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 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 be 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:				