

UW HEALTH JOB DESCRIPTION

POSITION SPECIFICS			
Title: Program Specialist Ambulatory Operations		Department/Number: 17020 Clinics Administration	
Reports to: UW Health VP Primary Care			
Job Code: 2753	FLSA Status: Exempt		
Manager Approval: L Hauschild	Date: 11-16	HR Approval: nnl	Date: 11-16
POSITION SUMMARY			
<p>Under the direction of the UW Health Ambulatory Care Leadership, the Program Specialist Ambulatory Operations will provide support and expertise in the area of communications, planning and monitoring of data and metrics within UW Health ambulatory operations. He/she works collaboratively and cross functionally with system and ambulatory operations leaders to develop high value programs and data in a manner that ensures goals are met. The Program Specialist will work closely with UW Health Ambulatory Operations to meet the quadruple aim.</p> <p>This role involves working collaboratively with senior leaders to establish priorities, execute strategies, monitor and respond to performance data. This position interacts with leaders, clinicians, front-line staff and other stakeholders including patients to ensure all pertinent information is received and feedback collected for a very complex and widespread network of clinics and ambulatory support services. This position uses critical thinking and problem-solving skills to address opportunities for improvement while promoting engagement of stakeholders in solution development. This position incorporates improvement processes in their daily work. .</p>			
MAJOR RESPONSIBILITIES			
<p>Strategic Planning</p> <ul style="list-style-type: none"> Provides input to ambulatory care leadership on strategic direction, opportunities for improvement and priorities. Work with ambulatory care Directors, Managers and others to develop action plans to achieve strategic goals and objectives. Define metrics and data collection methods for monitoring progress toward achieving ambulatory care strategic objectives. Collect, analyze and routinely monitor ambulatory performance management data Develop scorecards or other visual data displays. Lead and coordinate Primary/ Specialty Care Practice Improvement Rounds. <p>Infrastructure Development, Systems Design and Implementation</p> <ul style="list-style-type: none"> Drive innovative, patient-centered system design changes that push the boundaries of traditional thinking while maintaining credibility and engaging stakeholder support. Utilize solid business planning principles to develop systems and processes that produce sustainable results. <p>Project Management</p> <ul style="list-style-type: none"> Oversee and maintain portfolio of initiatives associated with Primary Care Leadership Council and Specialty Care Leadership Council. Utilize project management tools and principles to define and manage project scope, document and monitor timelines and deliverables, and resolve risks and barriers. Efficiently and effectively allocate and delegate resources, as appropriate, to support initiatives and achieve milestones within the primary/specialty care network. Oversee and maintain effective central communication program with all stakeholders using communication plans, status reports, various media sources tailored to the audience. Identify and resolve dependencies and constraints between and across projects by working with project leaders, sponsors and management. Lead workgroup to oversee bi-annual primary/specialty care dyad retreat Create bi-monthly primary care newsletter. Assist as needed with Specialty Care newsletter <p>Facilitation</p> <ul style="list-style-type: none"> Efficiently plan and facilitate meetings of varied participants, using standard meeting management tools and techniques (agendas, meeting roles, ground rules, minutes, action items tracking, parking lot, etc.) Lead large group discussions at various levels on clinical and performance improvement topics. Manage and facilitate complex decision-making processes with multiple stakeholders to reach consensus. Oversee and enhance central clinic operations communication program. Maintain accurate distribution lists. <p>Performance Improvement</p> <ul style="list-style-type: none"> Format, interpret and distribute data to stakeholders on an routine and ad hoc basis Update, interpret and distribute primary care staffing gap analysis. Provide interpretation and assistance to clinic managers and directors. Maintain central ambulatory operations visibility board to display priorities and trended data. Provide coaching on performance data collection and analysis methods to promote continuous improvement. 			

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Continuous Learning and Personal Development

- Maintain current knowledge of trends and issues in health care and related topics.
- Maintain current knowledge about organizational policies and procedures, governance structures, regulatory requirements and applicable technologies.
- Develop and maintain professional relationships with stakeholders and continuously seek to build new positive relationships.
- Continuously seek new learning opportunities pertaining to position.

Other

- May be called upon to participate in meetings and serve as the primary/specialty care leader's designee.
- Adhere and uphold the UW Health Mission, Vision, and Values, and UW Health Service and Performance Standards.
- Other duties and projects as assigned.

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

POSITION REQUIREMENTS

Education	Minimum	Bachelor's degree in Nursing, Health Care Administration, Public Health, Industrial Engineering, Project Management, Business Administration or other similar area.
	Preferred	Master's Degree in Health Care or Business Administration (MHA/MBA)
Work Experience	Minimum	<ul style="list-style-type: none"> • 2 years of progressive experience applying process improvement and project management skills • Minimum of 2 years' experience in health care industry
	Preferred	
Licenses & Certifications	Minimum	
	Preferred	
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> • Demonstrated experience simultaneously managing multiple complex initiatives crossing organizational boundaries • Ability to translate strategies and goals into the design and implementation of systems and processes • Displays strong analytical skills with the ability to understand and interpret complex processes and systems • Demonstrates critical thinking and problem-solving skills, with the ability to pursue desired outcomes in complexity and ambiguity • Ability to identify, collect, and analyze data using quantitative and qualitative methods; interpret and utilize data to drive improvement • Knowledge of PDCA, Lean/Six Sigma, statistical methods, and application of simulation/modeling tools • Knowledge of business and financial analysis, forecasting and evaluation • Excellent facilitation, conflict resolution and interpersonal skills • Demonstrated success leading health care improvement teams and transferring improvement skills to others • Strong leadership skills and a commitment to working with teams of managers, physicians, senior leaders, and other personnel • Effective presentation skills with ability to expertly prepare and present complex information to senior leadership • Ability to generate professional, clear written communications appropriate for the intended audience • Proven customer service skills with ability to work within all levels of the organization and maneuver across different organizational entities and political environments • Knowledge of regulatory requirements, confidentiality standards, and health information management systems

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 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.			
	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:		•		