

UW HEALTH JOB DESCRIPTION

PROVIDER RELATIONSHIPS SPECIALIST

Job Code: 300002	FLSA Status: Non-Exempt	Mgt. Approval: C.Pieper	Date: August 2019
Department : UHC – Physician Liaison/68107		HR Approval: J. Tokarski	Date: August 2019

JOB SUMMARY

The Provider Relationships Specialist works closely with the Provider Relationships team in the development, growth, promotion, and sustainability of the UW Health Provider Relationships program. The UW Health Provider Relationships team was created to effectively serve the needs of medical professionals and the patients they serve. The goal is for community providers to choose UW Health whenever they have the need to refer a patient for advanced care. Our team goal is to have UW Health the initial choice for referring providers by building relationships with providers and their staff, and more importantly fostering relationships between community providers and UW Health physicians. An additional key to success for our team is ensuring convenient access to hospital and clinic services and continued communication with UW Health providers. All members of the Provider Relationships team work together to provide a unique, personalized patient centered experience to the regional physicians and their patients.

The Provider Relationships Specialist will be responsible for implementing and managing initiatives designed to facilitate and enhance relationships between regional providers and their staff with UW Health providers. Examples of this would be leading the American Family Children's Hospital (AFCH) Forums, Neurology for Non-Neurologists, and the creation of a University Hospital Nursing Forum. The Specialist would also assist in the day-to-day activities of the Provider Relations office and provide coverage for the Provider Relations Coordinator when he/she is off or in the region on site visits. The Specialist would also be responsible for regional CME series including organizing, promoting and attending these events.

MAJOR RESPONSIBILITIES

- Create a regional webinar platform and hold events highlighting UW Health subspecialties.
- Organize, promote, and attend Regional Continuing Medical Education (CME) events.
- Provides summary and activity reports of the Provider Relationships Program from the Physician Management System (PRM) system.
- Provides Qlikview market summary reports to be used for strategic planning by the Provider Relationships team.
- Participate in coordination of the multiple regional Advisory Councils.
- Lead the AFCH Nursing Forums.
- Participate in development of UW Hospital and Clinics Nursing Forums.
- Work with Marketing to create promotional materials for a VIP site visit initiative.
- Responsible for the Provider Relationships Program website information, directory information, and contact information.
- Provide administrative assistant support for the Provider Relationships Team.

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

JOB REQUIREMENTS

Education	Minimum	Associate's degree in Healthcare Administration, Public Health Administration, Healthcare Management, Business or related field. Applicable experience will be considered in lieu of degree in addition to minimum experience below.
	Preferred	Bachelor's degree in Healthcare Administration, Public Health Administration, Healthcare Management, Business, or related field
Work Experience	Minimum	Three or more years of experience in healthcare industry is required.
	Preferred	<ul style="list-style-type: none"> • Previous experience with Provider Relationships is highly desirable. • Previous experience with project management is highly desirable.
Licenses & Certifications	Minimum	
	Preferred	
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> • Familiar with hospital and clinic care management environments, operations, and language. • Ability to exercise a high degree of initiative, judgment, discretion and decision-making to achieve program objectives. • Ability to plan, prioritize, coordinate, and manage multiple projects with attention to detail in a complex healthcare environment.

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	<ul style="list-style-type: none"> • Ability to work both independently and collaboratively as a team member to ensure consistent quality delivery of services and maintain a high level of patient and provider satisfaction. • Excellent interpersonal skills to develop collaborative alliances throughout the organization and the region. • Excellent verbal and written communication skills. • Excellent organizational and time management abilities. • Proficient knowledge of general computer applications and the ability to effectively utilize software for word processing, spreadsheets, and presentations. • Current WI Driver's license, proof of insurance, and a clean driving record. • Ability to travel (local and regional)
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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
<input checked="" type="checkbox"/> 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
<input type="checkbox"/> 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
<input type="checkbox"/> 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#
<input type="checkbox"/> 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#
<input type="checkbox"/> 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:			

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.