

UW HEALTH JOB DESCRIPTION

Provider Services Consultant

Job Code: 350047	FLSA Status: Exempt	Mgt. Approval: C. Geisler	Date: May 2023
Department: Provider Services		HR Approval: M. Grayson	Date: May 2023

JOB SUMMARY

The Provider Services Consultant will provide strategic and tactical provider relations consultation and resolution on a wide variety of complex matters involving physicians and advanced practice providers (APPs) (e.g., investigation, counseling, and performance management) and assistance in ensuring adherence to UW Health, UW, and departmental policies and procedures. In doing so, the Provider Services Consultant will establish strong working relationships with physicians and APPs across the UW Health system, including the Chairs and Clinical Vice Chairs of the School of Medicine & Public Health (SMPH) Clinical Departments, and the Office of Advanced Practice Providers.

The Provider Services Consultant will collaborate with a wide array of leadership and staff, including the Legal Department, the Graduate Medical Education Office, Medical Staff Affairs, and Human Resources. Since physicians are dually employed with UW Health and SMPH, the Provider Services Consultant will also partner closely with individuals at SMPH on physician matters.

This highly specialized position reports to the Vice President, Provider Services.

MAJOR RESPONSIBILITIES

Provider Services Consulting. Provides strategic and tactical provider consultation and resolution on a wide variety of complex matters involving physicians and APPs.

1. In conjunction with the Vice President, Provider Services, and as a designee of UW Health's Chief Medical Officer, leads the intake, investigation, processing and resolution of physician and APP-related issues and complaints, including investigations of discrimination, harassment, and caregiver misconduct.
2. Advises management, staff, physicians, and APPs regarding their rights and responsibilities under federal, state, and local laws, as well as UW and UW Health's policies and human resources' best practices to achieve effective and consistent implementation of all laws and policies to produce positive relations.
3. Oversees, coordinates, and assists in resolving a wide variety of complex issues, including interpretation of policies, procedures, and practices related to progressive discipline, performance management, accommodation requests, work restrictions, leaves of absence, fitness-for-duty, and employee assistance/crisis counseling, etc.
4. Provides education, support, and guidance to Department Chairs and other UW Health leaders with respect to issues involving physicians and APPs.
5. Provides facilitation and dispute resolution advice to physician and APP leaders and staff.
6. Effectively uses database to track physician and APP matters and analyze trends in data to identify potential education opportunities.
7. In collaboration with the Vice President, Provider Services and other partners, creates content for physician and APP training, and facilitates such training where appropriate.
8. Gathers and reviews exit interview data of physicians and APPs and collaborates with appropriate parties to determine next steps.
9. Provides coaching and development tools, including 360 evaluations and physician and APP surveys.
10. Works on physician and APP satisfaction initiatives.
11. Develops strong and supportive relationships with key physician and administrative leaders.
12. Other duties and projects, as assigned.

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

JOB REQUIREMENTS

Education	Minimum	Undergraduate degree in business, Human Resources, or related area.
	Preferred	Juris Doctorate (JD) degree from an accredited college or university.
Work Experience	Minimum	Five (5) years employee relations or other related investigatory experience.

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	Preferred	Seven (7) to ten (10) years employee relations or other related investigatory experience in an academic medical center, with significant experience working with physicians.
Licenses & Certifications	Minimum	None
	Preferred	
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> • Extensive knowledge of federal and state labor and employment laws and regulations. • Extensive experience with complex investigations, mediations, and dispute resolution. • Ability to work closely with all levels of management and administration. • Excellent interpersonal and customer service skills. • Excellent oral and written communication skills. • Able to maintain confidentiality, exercise discretion and use good judgment. • Excellent organizational skills. • Systems acumen with the ability to focus on details. • Proven ability in facilitating effective meetings and interactions. • Ability to work under pressure in a fast-paced environment with multiple priorities and objectives. • Flexible and demonstrates comfort with ambiguity. • Competent using MS Office programs.

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 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 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#

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Other - list any other physical requirements or bona fide occupational qualifications not indicated above:	
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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.