

UW HEALTH JOB DESCRIPTION

IMPROVEMENT ADVISOR

Job Code: 300085	FLSA Status: Exempt	Mgt. Approval: A. Piek	Date: June 2021
Department: Quality, Safety & Improvement		HR Approval: S. Whitlock	Date: June 2021

JOB SUMMARY

The Improvement Advisor serves as a proactive consultant, educator, and advisor of improvement providing a wide range of needed expertise. The Improvement Advisor interacts with leaders at all levels of the organization, clinicians, front-line staff and other stakeholders including patients to design and implement systems that produce optimal clinical and process outcomes. This role supports the planning, execution and monitoring of processes and systems that support UW Health strategic priorities, requiring the ability to translate strategic goals into tactical action plans. The advisor also deploys use of critical thinking, systems thinking, problem-solving and data analytics skills. This position serves as a facilitator of change management principles, and applies project management principles and methodologies to address opportunities for improvement while promoting stakeholder engagement in solution development. In addition, this role teaches, coaches and advises team members on continuous improvement and the UW Health Way management system.

MAJOR RESPONSIBILITIES

- Provide education, coaching, and mentoring on performance improvement methods, data collection and analysis methods, project management and change management techniques to leaders, clinicians, front-line staff and other stakeholders, with the purpose of enabling teams across the organization to become experts at guiding their own improvement.
- Utilize performance enhancing tools as part of process improvements, problem analysis, and measurement.
- Utilize project management tools and principles to define and manage project scope, document and monitor timelines and deliverables, and resolve risks and barriers. Identify and resolve dependencies and constraints between and across projects by working with project leaders, sponsors and management. Efficiently and effectively assess resources to support initiatives and achieve milestones.
- Facilitate groups and teams to promote effective and efficient achievement of their goals with optimal participation of all members. Teach others to efficiently plan and facilitate meetings of varied participants, using standard meeting management tools and techniques.
- Establish and maintain effective communications with all stakeholders. Anticipate stakeholder needs and quickly respond with appropriate and helpful solutions.
- Collect, analyze and interpret data to identify improvement opportunities in clinical systems and present findings to various audiences including senior leaders.
- Design and support implementation of infrastructure and systems to enable care providers to operate with maximum efficiency, effectiveness and patient-centricity. Oversee project components of UW Health initiatives aimed at improving care processes, improving health of populations and reducing costs.

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

JOB REQUIREMENTS

Education	Minimum	Bachelor's degree in Business Administration, Health Science, Operations Management, Industrial Engineering, or related field. 5 years of relevant quality improvement experience may be considered in lieu of degree in addition to experience below.
	Preferred	Master's degree in Business Administration, Health Care Administration, Health Science, Operations Management, Industrial Engineering, or related field.
Work Experience	Minimum	1 year of experience with coaching teams, facilitating quality improvement; or 3 years of experience working in patient care or related job in a healthcare setting
	Preferred	Experience facilitating quality improvement in a healthcare setting
Licenses & Certifications	Minimum	
	Preferred	
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> • Ability to work with diverse teams representing various disciplines and all levels of staff. • Excellent communication and active listening skills. Ability to negotiate collaborative efforts with other departments. • Skilled at facilitating a group process, building teams and transferring

UW HEALTH JOB DESCRIPTION

	<p>knowledge and skills.</p> <ul style="list-style-type: none"> • Able to demonstrate strategic thinking to guide alignment with organizational goals and priorities. • Ability to problem solve, make independent decisions, formulate reports, perform statistical analysis and interpret data. • Ability to work independently, be result oriented, manage multiple priorities and frequent change in duties and volume of work. • Ability to maintain confidentiality of sensitive information. • Able to handle medium to large scale projects involving multiple resources and spanning many months from start to finish. • Ability to travel to meetings in various sites, sometimes multiple locations in one day.
--	--

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

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.