

UW HEALTH JOB DESCRIPTION

Quality Care Coordinator-Worksite Wellness

Job Code: 02528

FLSA Status:

Mgt. Approval: Date:

HR Approval: Date: January 2011

JOB SUMMARY

Identifies strategies and opportunities to improve the health of Unity's members specifically at the worksite, using principals of population health management, evidence –based worksite wellness and economic return on investment strategies. Collaborates with other UW Health system departments and Unity staff to design, implement and evaluate clinical and state-of-the art worksite health promotion quality improvement initiatives using (but not limited to) administration of health risk assessment (HRA) with biometrics and health coaching competencies. Identifies disease management strategies, prevention and wellness opportunities for successful implementation at Unity insured worksites. This person also will provide the ongoing monitoring, coordination and analysis of these program initiatives.

Quality Care Coordinator – Worksite Wellness is primarily responsible for a unique health management program and for worksite wellness liaison work with Unity employers. The worksite wellness position is responsible for worksite wellness consultation, health risk assessment coordination and implementation, health coaching operations for targeted individuals of the designated worksite and for a health management program specialty. The health management specialty may include one or more of the following:

- Member /employer wellness program education
- Prenatal & Postnatal program education and assessment
- Tobacco Cessation, weight management, fitness and activity level
- Immunization program education and disease management
- Health coaching with emphasis on individual health risk adjustments
- Preventive and screening related issues associated with current lifestyle and health promotion evidence
- Cardiovascular condition and risk, behavioral health condition risk
- Diabetes, asthma, back pain,, hypertension, depression, cardiovascular disease, cancer related screening initiatives
- Medication management and/or other health management topics

MAJOR RESPONSIBILITIES

1. Designs/develops health promotion components for clients to effectively meet their health promotion and worksite wellness needs in collaboration with Unity staff and other sources as needed.
2. Coordinates, consults with, and manages wellness/disease management with employer groups to implement, and evaluate health promotion programs at their worksite, in collaboration with Unity staff and other sources as needed.
3. Participate in the development of health management system programs, clinical practice guidelines and preventive health initiatives. Work with network providers to implement identified improvement processes.
4. Analyze data including claims, HRAs, health management programs and wellness program participation to construct plans of action for internal and external reports.
5. Assist with coordination of health care guidelines and with Policy and procedures as they apply to area(s) of specialty.
6. Work with the Medical Director, Director of Quality and Care Management, and Health Services Manager to identify strategies and opportunities for improving the health status of Unity's membership.
7. Work with Unity to update the website and with new and expanded information as needed.
8. Responsible to produce content, coordinate, distribute and maintain the Unity branded wellness and disease management program options and educational pieces as indicated by area(s) of specialty.
9. Work with the Unity Marketing and Sales Department for the purpose of employer, practitioner and member communications.
10. Answer member/employer questions regarding preventive health care initiatives, wellness initiatives, disease management initiatives, and other health related concerns as necessary.
11. Participate in Unity's Clinical Quality Improvement Committee, and make presentations as necessary.
12. Take responsibility for assigned areas of NCQA standards to ensure that accurate policies and procedures are in place, and Unity's progress is documented.
13. Attend meetings with internal workgroups and external business parties. Chair appropriate committees and task forces.
14. Prepares reports and presentations for internal and external audiences.
15. Actively participates in the development, implementation, and oversight of assigned internal policy and procedures.
16. Responsible for adhering to the principles of continuous quality improvement to ensure that Unity's members receive the highest quality of service and care.

UW HEALTH JOB DESCRIPTION

17. Responsible for adhering to the practices and principles of confidentiality as outlined in Unity's HIPAA Privacy Policies & Procedures.
18. All other duties and responsibilities as required by the position. This includes developing new programs.

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

JOB REQUIREMENTS

Education	Minimum	Bachelor's degree, or higher, in community/public health or related field or Occupational Health nursing
	Preferred	
Work Experience	Minimum	3-5 years' experience coordinating worksite health education programs
	Preferred	Prior sales and or managed care experience preferred
Licenses & Certifications	Minimum	
	Preferred	
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> • Basic knowledge of group benefits design, health risk and cost relationships, and organizational management • Coordinate and customize Unity health management/prevention and wellness resources using creativity to meet the client needs for implementation, reporting and evaluation. • Experience using appropriate software/web-based applications such as health risk assessment, Word, PowerPoint, and Excel. • Ability to develop and professionally present educational programs/workshops, interactive display content, and health fair type programming. • Interpersonal skills necessary to work productively within a team and with Unity members, Unity practitioners and staff, prospective members, interdepartmental staff, and others including excellent written, oral communication and interpersonal skills. • Ability to function well in a diverse environment that includes clinical, financial, business and regulatory components. • Ability to work well with minimal supervision and/or independently. • Ability to work well with both internal and external customers at various levels of many organizations. • Valid State of Wisconsin driver's license required. Travel required within Unity's service area. • Knowledge of data analysis and quality improvement techniques • Ability to prioritize tasks. • Flexible work hours including early and late hours and occasional overnight stay.

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,

	Infants (Birth – 11 months)	<input checked="" type="checkbox"/>	Adolescent (13 – 19 years)
	Toddlers (1 – 3 years)	<input checked="" type="checkbox"/>	Young Adult (20 – 40 years)
	Preschool (4 – 5 years)	<input checked="" type="checkbox"/>	Middle Adult (41 – 65 years)
	School Age (6 – 12 years)	<input checked="" 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.

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
Sedentary: Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as docket,	Up to 10#	Negligible	Negligible

UW HEALTH JOB DESCRIPTION

	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.			
X	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:		<p>Physical Activity: Primary working position-sitting, with occasional standing, walking, stooping, crouching, and kneeling; frequent reaching, carrying, lifting, pushing, pulling, fingering, grasping, typing, talking-speaking clearly, hearing-conversation, and seeing-near</p> <p>Work/Environmental: Moderate noise level consistent with an office environment</p> <p>Personal/Physiological: Interaction with people, working around people, planning of activities, making judgements in emergency situations, frequent changes in duties and volume of work, intra-organizational communication</p>		