

## UW HEALTH JOB DESCRIPTION

### SCHEDULING OPERATIONS ANALYST

<b>Job Code:</b> 330067	<b>FLSA Status:</b> Exempt	<b>Mgt. Approval:</b> M. Wright	<b>Date:</b> December 2022
<b>Department:</b> Clinics - Ambulatory Access Optimization		<b>HR Approval:</b> B. Haak	<b>Date:</b> December 2022

### JOB SUMMARY

The Scheduling Operations Analyst will collaborate closely with provider and clinical leaders to support access goals and initiatives, analyze and develop processes, standards, tools, and documentation. This includes providing recommendations in accordance with industry and organizational best practices. The incumbent will design, optimize, and maintain scheduling templates and tools to ensure the organization maximizes efficiency, productivity, access opportunities and meets operational needs.

This position will also work closely with the Information Systems Department to implement advanced scheduling builds needed to support ambulatory workflows. This position may also be responsible for any number of components relating to an assigned project including current state assessment, gap analysis, future state design, testing, post implementation follow-up and long-term maintenance. This position will act as a scheduling liaison between clinics, operations, and HealthLink teams.

### MAJOR RESPONSIBILITIES

- Analyze and maintain processes, standards, tools, and documentation to support the patient experience within ambulatory clinics.
- Provide template and scheduling support services to clinical and non-clinical departments.
- Communicate and collaborate with internal and external stakeholders.
- Advise on organizational standards related to provider schedules to maximize template efficiency, productivity, access opportunities and operational needs.
- Provide feedback to management to achieve access goals and resolve patient service issues.
- Interview users at staff and management levels regarding perceived needs and processes, then translate those needs into recommendations and template build.
- Be a change management champion by promoting and supporting innovation using designated improvement processes to ensure safe, high quality, and efficient patient care.
- Support managers, supervisors, schedulers and template builders in learning and understanding of HealthLink functionality/limitations and associated organizationally approved workflows.
- Assist HealthLink teams with the development, implementation, configuration, facilitation, and support of new technology and initiatives.
- Responsible for any number of components relating to an assigned project including current state assessment, gap analysis, future state design, testing, post implementation follow-up and long-term maintenance. This requirement may include attendance at meetings with staff from organizational areas for which the Scheduling Operations Analyst is a liaison.
- Prepare content for and facilitate monthly and quarterly access meetings.
- Gather and analyze data from multiple sources and share findings with scheduling and clinic leaders.
- Maintain competency required for build and maintenance of Cadence functionality including but not limited to visit types, blocks, subgroups, decision trees, templates.

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

### JOB REQUIREMENTS

Education	Minimum	Bachelor's degree in Information Systems, Healthcare Administration, Business Administration, or related field. Four (4) years of relevant experience may be considered in lieu of a degree, in addition to the required experience below.
	Preferred	
Work Experience	Minimum	One (1) year experience in ambulatory clinic operations
	Preferred	Two (2)+ years' experience in ambulatory clinic operations One (1) year experience with Epic Cadence build or template build/maintenance
Licenses & Certifications	Minimum	
	Preferred	

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Required Skills, Knowledge, and Abilities	<ul style="list-style-type: none"> <li>• Ability to learn computer and application skills as applicable to role specifically the Cadence application within Epic quickly</li> <li>• Understanding of the basic concepts of advanced access and scheduling</li> <li>• Ability to interact with and work around people</li> <li>• Ability to make judgments in demanding situations</li> <li>• Ability to react to frequent changes in duties and volume of work</li> <li>• Effective communication skills</li> <li>• Ability to listen empathetically and practice active listening</li> <li>• Ability to logically organize details</li> <li>• Ability to be work autonomously as well as work within a cohesive team</li> <li>• Strong customer service focus</li> <li>• Must demonstrate a strong attention to detail and high accuracy in prior roles</li> <li>• Comfortable accepting responsibility for medium to large scale projects involving multiple resources and spanning many months from start to finish</li> <li>• Ability to manage multiple concurrent activities</li> <li>• Knowledge of and ability to utilize best practices, tools, and techniques for communicating with a customer</li> <li>• Understand effective communication concepts, tools, and techniques; ability to effectively transmit, receive, and accurately interpret ideas, information, and needs through the application appropriate communication behaviors.</li> <li>• Knowledge and understanding of health information concepts and terminology to include anatomy, physiology, medical disciplines, and diagnoses/procedures/treatments, health information legal/data standards, statistics, data/quality management and computer science application.</li> </ul>
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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
<b>X</b> <b>Sedentary:</b> Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as docket, 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.	<b>Up to 10#</b>	<b>Negligible</b>	<b>Negligible</b>
<b>Light:</b> 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.	<b>Up to 20#</b>	<b>Up to 10#</b> or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	<b>Negligible</b> or constant push/pull of items of negligible weight
<b>Medium:</b> Ability to lift up to 50 pounds maximum with frequent lifting and/or carrying objects weighing up to 25 pounds.	<b>20-50#</b>	<b>10-25#</b>	<b>Negligible-10#</b>
<b>Heavy:</b> Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	<b>50-100#</b>	<b>25-50#</b>	<b>10-20#</b>

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	<b>Very Heavy:</b> Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	<b>Over 100#</b>	<b>Over 50#</b>	<b>Over 20#</b>
<b>Other</b> - 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.