

## UW HEALTH JOB DESCRIPTION

### SENIOR SCHEDULING OPERATIONS ANALYST

<b>Job Code: 330068</b>	<b>FLSA Status: Exempt</b>	<b>Mgt. Approval: M. Wright</b>	<b>Date: December 2022</b>
<b>Department: Clinics – Ambulatory Access Optimization</b>		<b>HR Approval: B. Haak</b>	<b>Date: December 2022</b>

### JOB SUMMARY

The Senior Scheduling Operations Analyst works with clinic and scheduling leaders to support access goals and initiatives, analyze and develop processes, standards, tools, and documentation. This role leads and develops the standard work of the Scheduling Operations Analysts. This role analyzes and develops operational workflows that support the implementation of new and changing HealthLink functionality. This includes providing recommendations in accordance with industry and organizational best practices. This role works closely with Information Systems Department to implement advanced scheduling builds needed to support patient access. 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. The incumbent requires a comprehensive understanding of every project assigned and the clinical/business needs being addressed.

### MAJOR RESPONSIBILITIES

1. Analyze and develop processes, standards, tools, and documentation to support the patient experience within ambulatory clinics.
2. Provide template and scheduling support services to clinical and non-clinical departments.
3. Communicate and collaborate with internal and external stakeholders.
4. Provide feedback to management to achieve access goals and resolve patient access issues.
5. Interview users at staff and management levels regarding perceived needs and processes, then translate those needs into recommendations.
6. Be a change management champion by promoting and supporting innovation using designated improvement processes to ensure safe, high quality, and efficient patient care.
7. Be a team leader by assisting HealthLink teams with the development, implementation, configuration, facilitation, and support of new technology and initiatives.
8. Develop project plans that include system documentation, operational guidelines, and/or policies and procedures related to assigned projects.
9. Coordinate post-implementation review of project goals, outstanding questions, or issues and work with operational leaders as requested to help sustain goals.
10. Assist in training and onboarding of new team members.
11. Maintain competency required for build and maintenance of Cadence functionality including but not limited to visit types, blocks, subgroups, decision trees, templates.
12. Oversee and advise on organizational standards related to provider schedules to maximize template efficiency, productivity, access opportunities and operational needs.
13. Create and maintain standard data and supporting materials for monthly and quarterly access meetings.
14. Provide ongoing support for Scheduling Operations Analysts as they supply and analyze data to inform outcome projections.
15. Maintain relationships with regional partners and keep abreast of their needs and patient access goals.
16. Develop and maintain Service Now ticket submission standards to promote efficient completion of requests.
17. Demonstrate comfort with escalating issues as needed to ensure consistency across clinic operations.
18. Perform other duties as assigned.

**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 working within ambulatory clinic operation, Epic Cadence build or template build/maintenance, and/or process improvement experience may be considered in lieu of degree in addition to experience below.
	Preferred	
Work Experience	Minimum	Two (2) years of relevant experience working within ambulatory clinic operations, Epic Cadence build or template build/maintenance, and/or process improvement experience

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	Preferred	Three (3) years working within ambulatory clinic operations, 3 years with Epic Cadence build or template build/maintenance, and/or 3 years process improvement experience		
Licenses & Certifications	Minimum			
	Preferred	Epic Cadence Certification or Project Management Professional certification		
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>		
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	<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.	Up to 10#	Negligible	Negligible
	<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.	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
	<b>Medium:</b> 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#
	<b>Heavy:</b> 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#
	<b>Very Heavy:</b> 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.