

UW HEALTH JOB DESCRIPTION

Surgical Services Project Coordinator

Job Code: 410065	FLSA Status: Exempt	Mgt. Approval: A. Dopp	Date: October 2023
Department: Surgical Services		HR Approval: J. McCoy	Date: October 2023

JOB SUMMARY

The Surgical Services Project Coordinator serves as the project leader for programs and initiatives of the Surgical Services team across the UW Health enterprise. Responsibilities include coordinating the planning and execution of programs and processes within the division. This role works collaboratively with the UW Surgical Triad, the Surgical Procedures and Operations Committee (SPOC), and individual site Surgical Triads throughout the enterprise to support, execute, and monitor sustainability of high value programs in a manner that ensures goals across the system are met.

The Project Coordinator applies systems thinking to coordinate, assess, develop, and implement programs and initiatives to support strategic initiatives across the system. System sites include University Hospital (UH), American Family Children's Hospital (AFCH), East Madison Hospital (EMH), Madison Surgery Center (MSC), UnityPoint Meriter, and Swedish American. Strategic goals include improving patient outcomes and experience, enhancing culture of safety and staff/physician engagement, reducing cost without compromise to care, and improving key metrics. Using UW Health Way tools, the Surgical Services Project Coordinator will apply a project management framework and interdisciplinary process (processes, workflow, technology) to achieve goals and will use critical thinking and problem-solving skills to address opportunities for improvement while promoting engagement of stakeholders in solution development.

This position promotes communication throughout the department to ensure appropriate information is reaching key stakeholders in a timely manner. This position serves to ensure efficient and effective integration of Surgical Services design, operations, and patient support services in collaboration with partners throughout the enterprise.

MAJOR RESPONSIBILITIES

Project Management:

- Utilize project management tools and principles to define and manage project scope, document and monitor timeliness and deliverables, and resolve risks and barriers.
- Incorporate UW Health Way tools and thinking into work performed.
- Assess resources as appropriate to support initiatives and achieve milestones.
- Coordinate workgroups, processes, and workflows to maximize efficiencies and ensure work is being performed at the right levels.
- Develop and deliver status reports, proposals, requirements documentation, and presentations in both formal and informal settings to leadership and other key stakeholders.
- Maintain ongoing reporting mechanisms to communicate progress to Surgical Services leadership (Executive Team, Leadership Council, Administrative Team) and throughout the department.
- Monitor work plans, implementation, and progress.

Communication:

- Plan and facilitate meetings using standard meeting management tools and techniques (agendas, meeting roles, ground rules, minutes, action items tracking, parking lot, etc.).
- Establish and maintain effective communications with stakeholders.
- Establish and maintain SharePoint sites to disseminate key tools, minutes/agendas, and dashboards.
- Motivate and influence key leaders to take positive action and accountability for the benefit of the project.

Continuous Process Improvement:

- Provide education on process improvement, project management, and change management techniques to division leadership, managers, staff, and other stakeholders.
- Provide coaching on performance data collection and analysis methods to promote continuous improvement.

Other responsibilities:

- Special projects as assigned by the Senior Director Surgical Services, Surgical Services Directors and Medical Directors, Department Chairs, or SPOC members.

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

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JOB REQUIREMENTS

Education	Minimum	Bachelor's Degree in Health Care, Business Administration, or related field. Four (4) years of relevant project coordination and process improvement experience may be considered in lieu of degree in addition to experience below.
	Preferred	Master's Degree in Health Care or Business Administration (MHA/MBA)
Work Experience	Minimum	Two (2) years of experience in project coordination and process improvement
	Preferred	Three (3) years of project coordination and process improvement in a healthcare institution
Licenses & Certifications	Minimum	
	Preferred	Project Management Professional
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> • Demonstrated experience managing simultaneous complex initiatives crossing organizational boundaries • Knowledge of process improvement and project management tools • Ability to collaborate and interact effectively at all levels with a variety of organizational entities and personnel across disciplines, clinical departments, inpatient and outpatient settings • Ability to translate strategies and goals into the design and implementation of systems and processes • Demonstrated critical thinking and problem-solving skills with the ability to pursue desired outcomes in complexity and ambiguity • Excellent facilitation, conflict resolution, and interpersonal skills • Effective presentation skills with ability to prepare and communicate information to leaders • Ability to generate professional, clear written communications appropriate for the intended audience • Demonstrated ability for self-direction and initiation • Proven customer service skills • Proficient with Microsoft Office Applications • Strong negotiation and delegation skills • Ability to make judgments in demanding situations

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

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	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:				

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.