

## UW HEALTH JOB DESCRIPTION

### REHAB TRIAGE SPECIALIST

<b>Job Code:</b> 930014	<b>FLSA Status:</b> Non-exempt	<b>Mgt. Approval:</b> K. Traino	<b>Date:</b> June 2022
<b>Department:</b> Rehab		<b>HR Approval:</b> A. Phelps Revolinski	<b>Date:</b> June 2022

### JOB SUMMARY

The Rehab Triage Specialist uses electronic medical record review and may use telephone interaction to facilitate individual's access to appropriate level of care and to prioritize care needs. The Triage Specialist assesses needs of patients, condition severity, referring providers documentation in order to make an informed decision regarding appropriate receipt of rehab services. The Triage Specialist works with team members and other department to coordinate care, updates the electronic medical record, works with ambulatory scheduling and schedules appointments as needed. The Triage Specialist, using telephone and information system technology, functions as a resource and support to the UW Health system and patients. This position also includes monitoring trends in clinic visits to match provider availability; collaboration with referring physician groups to improve same day access and new appointment availability which includes pre and post-operative scheduling improvements; Perform ongoing assessments of current practices and working with process change models of FOCUS PDCA; Collaborate with information systems to improve patient communication via electronic methods to increase the probability of filling available slots; work with and support department scheduling supervisors to identify training needs amongst the scheduling staff and facilitate group sessions to provide information in the needed areas; and, attend department staff meetings to collaborate with provider staff regarding template optimization.

### MAJOR RESPONSIBILITIES

#### Skill Based Responsibilities

- Perform comprehensive chart reviews if needed to improve access and triage.
- Continual assessment of current triage system across rehab department and work through process change models of FOCUS PDCA to institute changes that will improve patient access
- Management of daily triage system to prioritize the delivery of Rehab therapy services
- Perform daily, department wide, schedule analysis to identify slot availability. Template modification to maximize slot utilization for patient access. (Understanding downstream effects of template/schedule changes)
- Delegate patient scheduling to support staff after triage; provide detailed information for patient scheduling; complete all required EMR documentation
- Perform outbound telephone calls, create ambulatory encounters, respond to patient inquiries as needed and assist with scheduling appointments.
- Standardize patient access hospital standards across all schedulers in collaboration with patient access triage. Collaborate with schedulers to improve scheduling workflows.
- Implement standard workflow of utilization of the wait list
- Utilizes emerging technologies such as Well Messaging to improve efficiency with contacting patients
- Directs filling new or returning providers templates in a strategic manner in order to prioritize patients that have been identified as needing expedited care
- Closely monitors for breakdown in post operative patient scheduling workflow between rehab and other departments within UW Health.
- Appropriately directs patients to our JOA partner Unity Point Health Meriter
- Effectively monitor trends in template (slot) utilization and recommend modifications as needed to department managers
- Communicate and collaborate with all rehab department managers regarding template management and slot utilization to create standardized workflows
- Perform schedule reviews, identify patient's that need to be moved up based on established triage guidelines as well as any scheduling errors
- Direct collaboration with patient access manager regarding scheduling errors including on-going reflection and upgrades as needed to the therapies toolkit
- Function as a resource and information liaison for Epic enhancements via the Epic user web to enhance communication opportunities for template optimization and work with identified staff to spearhead the latest communication venues

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- Represent Rehab for improved and more efficient means of communicating with patients through secure digital avenues such as texting and electronic mail – such as Fast Pass, texting capability.
- Pilot potential scheduling solutions for same day openings that are not identified for post-operative and urgent slots. Ex: Evaluations in 30 min same day RV slots. Looking for alternative scheduling ideas to improve same day access.
- Pilot program with site identification to trial Open access scheduling as a potential solution for same day cancellation / no-show appointments that create slot utilization reduction
- Collaborate with orthopedic and sports rehab triage staff to combine clinic and rehab appointments on the same day
- Provide recommendations on staffing levels and staff schedules to department managers to effectively provide opportunity for appointment coordination - Ex: Coordinate ancillary provider schedules with MD schedules for same day scheduling

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

### JOB REQUIREMENTS

Education	Minimum	<ul style="list-style-type: none"> <li>• Graduate of a clinical related program accredited by a nationally recognized accreditation body (American Physical Therapy Association (APTA), American Occupational Therapy Association (AOTA), OR National Athletic Trainers' Association (NATA)</li> <li>• Bachelor's Degree</li> </ul>
	Preferred	<ul style="list-style-type: none"> <li>• Master's Degree in Clinical specialty</li> </ul>
Work Experience	Minimum	Clinical experience of two (2) years
	Preferred	Two (2) years of experience working in an Ortho and Rehab Department. Knowledge of Ortho and Rehab Department workflows
Licenses & Certifications	Minimum	Clinical license in Physical Therapy (PT), Occupational Therapy (OT), Licensed Athletic Trainer (LAT), Registered Nurse, or another relevant clinical specialty
	Preferred	
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> <li>• Knowledge of Rehab diagnoses including all disciplines and specialties to include orthopedic, neuro, sports, pediatrics, pelvic floor, lymphedema.</li> <li>• Knowledge of department templates to include visit types, slot lengths, restrictions, and block types as well as scheduling algorithm</li> <li>• Interview/communication skills, advanced nursing assessment skills, advanced critical thinking/problem solving skills, and advanced teaching/counseling skills.</li> <li>• Ability to work in a changing/dynamic work environment.</li> <li>• Ability to work within approved procedures and guidelines.</li> <li>• Ability to work in a self-directed environment with minimal supervision.</li> <li>• Voice/speech pattern is articulate and has a pleasant tone.</li> <li>• Professional demeanor.</li> <li>• Excellent verbal and written communication skills.</li> <li>• Ability to make knowledgeable clinical assessments and judgments.</li> <li>• Ability to educate patients.</li> <li>• Ability to provide counseling and emotional support with compassion and respect for the individual.</li> <li>• Ability to work as a member of the care team.</li> <li>• Ability to maintain confidentiality of medical records.</li> <li>• Ability to prioritize tasks.</li> <li>• Strong data and PC skills (Ability to operate a keyboard and type accurately and proficiently).</li> <li>• Maintain proficiency in UW Healthlink.</li> </ul>

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

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<b>x</b>	School Age (6 – 12 years)	<b>x</b>	Older Adult (Over 65 years)
<b>JOB FUNCTIONS</b>			
Review the employee's job description and identify each essential function that is performed differently based on the age group of the patient.			
<b>PHYSICAL REQUIREMENTS</b>			
Indicate the appropriate physical requirements of this job in the course of a shift. <i>Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.</i>			
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>
<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.