

UW HEALTH POSITION DESCRIPTION

Medical Director, Primary Care Expansion Services	
UW Health Leader Position Reports to (Title):	Senior Medical Director, Primary Care
Indirect/Matrixed Report(s) (Title):	
Administrative FTE (based on 50 hr work week):	0.2

POSITION SUMMARY

The Medical Director of Primary Care Expansion Services serves as the lead physician responsible for shared programs supporting access across Primary Care, i.e. services that are in addition and complementary to those services provided within Primary Care clinics. This physician leader will work with Primary Care leadership to build and deploy an expanded clinician float pool to provide flexible and responsive appointment capacity across the Primary Care network. The Medical Director will also lead collaboration between Primary Care and the UW Health Welcome Center, ensuring timely onboarding care for new patients and growth of Primary Care panels in alignment with system priorities. The incumbent will also be accountable to provide oversight for the care provided in the small on-site Sub-Zero Clinic operated by UW Health in partnership with Quartz.

In this role, the medical director will partner with the Program Director, Primary Care Operations and RN Program Director, Employer Group Health Services.

ROLES AND RESPONSIBILITIES

The expectation of UW Health Medical Directors is to provide leadership to their program/area(s) that results in the consistent and successful delivery of “Remarkable Healthcare” that is high quality, cost efficient, and delivered in a way that is highly satisfying for patients, providers, and staff. Medical Directors are expected to develop and demonstrate all UW Health Leadership Competencies and lead within their program/area(s) using the UW Health Way.

Effectively lead and administer the following responsibilities and activities:

- Partner with the Program Director, Primary Care Operations to lead the Primary Care Float Pool workgroup, continuously assessing key access metrics to deploy float resources in response to ongoing need as well as anticipating future need based on clinician departures or net new panel growth (e.g. in anticipation of a new employer contract with Quartz)
- Partner with the RN Program Director, Employer Group Health Services and the Manager, Welcome Center Ambulatory Access Operations to optimize access and patient experience for newly assigned patients in Primary Care, including workflows to meet goals for quality measures and risk adjustment for new patients in value-based contracts
- Partner with the RN Program Director, Employer Group Health Services and Sub-Zero leadership to ensure optimization of clinical care and patient experience, and identify opportunities for improvement and innovation.
- Collaborate with Primary Care and Quartz leadership to drive performance on metrics related to access for new and existing patients
- Assist RN Program Director and APP supervisor with recruitment and onboarding of new APPs at Sub-Zero Clinic as needed.

Each Medical Director has particular areas of emphasis for their role but ensuring the provision of “Remarkable Healthcare” is a shared responsibility. In support of delivering “Remarkable Healthcare”, Medical Directors promote excellence in both culture and performance management. Medical Directors are expected to perform standard work that supports this achievement.

Each Medical Director will work with their administrative partners and/or leader to establish and maintain a culture that values and embraces the team-based care model. This partnership will create a work environment that is patient-centered, values each team member as uniquely important, is collegial, collaborative, and promotes job satisfaction and retention.

Each partnership will maintain in-depth knowledge of their area’s performance on key measures as defined by

organizational leadership. The partners will identify opportunities for improvement, maintain an active action plan, and use the UW Health Way to drive changes that improve performance in needed areas.

Daily:

- Lead with humility and a focus on service to others (staff, providers, patients, and organization)
- Lead by example in knowing, communicating, supporting, and reinforcing the goals we are trying to achieve in aligning with our UW Health Strategic Plan
- Maintain a positive and optimistic attitude while maintaining open communication channels with all providers and staff
- Ensure that UW Health standard processes and clinical guidelines are communicated, followed, and Service Standards are being met, as applicable
- Address and resolve problems and conflicts that arise in a timely fashion
- Ensure providers and staff are fulfilling their job expectations and meeting Service Standards while coaching those who are not meeting expectations, as applicable

Monthly:

- Proactively ask providers and staff about the program or area culture and any concerns they have
- Review the applicable clinical quality, safety, cost, and patient experience indicators for the area and closely manage their performance
- Review action plans for improvement with your administrative partner and summarize the results, findings, and address any barriers to progress at your monthly meeting
- Celebrate success, understand barriers and root causes of failure, champion ongoing improvement efforts; share necessary updates with leadership team members

Biannually:

- Formally review culture at a regular meeting
- Update the action plan for your area, communicate the plan and rationale for its choices to leadership

Annually:

- Identify opportunities for staff and providers to optimally use their skills to assist the program or area and achieve their personal career goals
- In compliance with annual CMS Reporting, complete a time study as directed by UW Health physician leadership

Episodic:

- Support all new initiatives, be a partner in implementation within your program or area, and continually improve your local processes while providing feedback to leadership where opportunities exist to make improvements
- Be available to coach/mentor subordinates to find timely solutions to their problems, as applicable
- Consistently and actively participate in departmental and other appropriate leadership meetings and retreats as set by UW Health leadership
- Other activities and leadership as needed

REQUIREMENTS

Education	Minimum	Doctor of Medicine or Doctor of Osteopathy Completion of ACGME accredited allopathic/osteopathic residency in Internal Medicine, Family Medicine, or General Pediatrics
	Preferred	Completion of additional formal physician leadership training (e.g Master in Business Administration, Healthcare Administration, Medical Management, or other)
Work Experience	Minimum	<ul style="list-style-type: none"> • 3 years of progressively responsible experience as a practicing physician. • Leadership experience related to programmatic, departmental, physician, or medical staff administration
	Preferred	Experience as the primary physician leader in an ambulatory Primary Care practice
Licenses & Certifications	Minimum	Board certification from an appropriate specialty board recognized by the Accreditation Council for Graduate Medical Education (ACGME) or the American Osteopathic Association (AOA)
		Current license or the qualifications to obtain a license to practice medicine as

		granted by the State of Wisconsin. Current Wisconsin motor vehicle operator license without infractions
	Preferred	
Medical Specialty Required for this role (if applicable):	Internal Medicine, Family Medicine, or General Pediatrics	
Required Skills, Knowledge, and Abilities	<ul style="list-style-type: none"> • Depth of understanding related to inpatient operations. • Effective leadership abilities <ul style="list-style-type: none"> ○ Record of initiating change and innovation ○ Strategic thinking, planning and problem solving ○ Superior communication skills, both in written and verbal presentation • Effective human relations abilities to effect collaborative alliances and promote teamwork and ensure a high level of internal and external patient satisfaction and engagement. • Ability to succeed in a complex environment where decision-making may be diffuse and ambiguous. • A high degree of professionalism and competency dealing with a variety of individuals. • Conflict management and resolution skills. • Driven to improve patient experience, patient outcomes, quality and safety while decreasing costs advancing the missions of education and research. 	