

UW HEALTH POSITION DESCRIPTION

Service Chief, Home-Based Hospital Care	
Department (if applicable):	Administration
Division (if applicable):	
Reports to (Name & Title):	Medical Director-Population Health/ACO
Indirect/Matrixed Report(s) (Name & Title):	Medical Director-Home Centered Care Hospitalist Division Clinical Service Chief
Administrative Hours (based on 50 hr work week):	10 (0.2 FTE)

POSITION SUMMARY

The Service Chief will provide clinical leadership and management for the newly launched Home-Based Hospital Care (HBHC) program (planned Fall 2022), in collaboration with UW Health’s Office of Population Health, Care Direct (UW Health’s home health agency) and inpatient clinical operations. UW Health recently launched a Home-Based Primary Care (HBPC) Program in 2019 and is preparing to launch a HBHC program as part of a longer-term growth strategy for home-based care at UW Health.

The Service Chief will co-lead with other program management, the clinical operations of a home-based hospital care team that provides appropriate inpatient level care for people in their homes, while integrating the clinical team with existing home-based and inpatient care workflows and technologies (e.g. HealthLink and remote patient monitoring). They will work in collaboration with HBPC to integrate the home-based care clinical teams, as appropriate, so HBHC clinicians can provide HBPC urgent care services, as capacity allows, and create a shared call pool for the home-based care teams.

This leader will work with the Medical Director-Home Centered Care and Hospitalist Clinical Service Chief in the development, standardization, and oversight of the program’s clinical workflows, quality initiatives, and clinical informatics platform. The Service Chief will help ensure the delivery of high-quality, patient-centered, cost-effective HBHC services for targeted populations.

ROLES AND RESPONSIBILITIES

The expectation of UW Health medical leaders 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 leaders are expected to develop and demonstrate all UW Health Leadership Competencies and lead within their program/area(s) using the UW Health Way.

This role will administer the following responsibilities and activities:

On a day-to day basis, the HBHC Service Chief handles clinical issues involving patient care, paging, schedule, provider supervision, PSN reviews, census demands, recruitment, mentorship, system issues and service expansion. This person works with other HBHC and home-based care leaders to create service structures, plan patient workflows, and establish day-to-day duties of HBHC providers. Additional duties may be assigned as needed.

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

Each medical leader 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 (M.D.) or Doctor of Osteopathy (D.O.)
	Preferred	
Work Experience	Minimum	<ul style="list-style-type: none"> • Two or more years of hospitalist and/or home-based care experience
	Preferred	<ul style="list-style-type: none"> • Prior hospitalist and/or home-based care clinical leadership
Licenses & Certifications	Minimum	<ul style="list-style-type: none"> • Board certification from an appropriate medical 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.
	Preferred	
Medical Specialty Required for this role (if applicable):		Internal Medicine, Family Medicine
Required Skills, Knowledge, and Abilities		1). Must demonstrate effective communication and collaboration, and effective problem solving 2). Must 'lead by example' in promoting a culture of quality, safety, collaboration, and professionalism among peers and the entire healthcare team 3). Must be willing to advance clinical knowledge by participating in leadership training and/or national home-based hospital care conferences. 4) Ability to succeed in a complex environment where decision-making may be diffuse and ambiguous and flexibility is needed.