

UW HEALTH JOB DESCRIPTION

CHIEF INNOVATION OFFICER/DIRECTOR

Job Code: 113312	FLSA Status: Exempt	Mgt. Approval: K. Wilson	Date: September 2020
Department: Legal – Translational Innovation		HR Approval: J. Theisen	Date: September 2020

JOB SUMMARY

The Isthmus Project (IsP) is UW Health's innovation hub. IsP offers a bundle of coordinated services to innovators with creative, scalable solutions to problems and issues facing the health system. The Chief Innovation Officer/Director (CInO) will be responsible for providing vision and leadership in developing IsP and establishing an innovation network connecting UW Health, the UW-Madison School of Medicine and Public Health, and internal and external partners.

The Chief Innovation Officer/Director is responsible to the Senior Vice President/Chief Legal Officer and works closely with UW Health employees establishing and nurturing an innovation network connecting UW Health, the UW-Madison (UW) School of Medicine and Public Health (SMPH), other UW health sciences and other schools (e.g., engineering, computer science, data sciences), and the broader innovation community. This position will work to strengthen innovation within UW Health in alignment with the strategic plan and promote a vision for translational innovation in health care. This position will seek out emerging opportunities, develop new initiatives and explore options to promote and enhance the contributions of UW Health and SMPH innovators and collaborators. The CInO will act as the liaison to entrepreneurs, business partners and UW Health and SMPH leadership and will advocate for prioritization of innovation implementation projects amongst other projects and will advise and assist in implementation of innovation projects.

This position will develop and direct key infrastructure for the Isthmus Project including operational, financial, programmatic and personnel activities. The CInO will be responsible for leading the creation, implementation, and ongoing operational functioning of the Isthmus Project. The CInO has overall responsibility for identification, development and successful execution of IsP initiatives and seeking funding sources such as grants, angel and capital investments opportunities to support the commercialization or acquisition process as needed.

In conjunction with the IsP team, the CInO will drive healthcare transformation through her/his leadership of selection and support of assigned projects, programs and strategic initiatives. Under the direction of the CInO, the IsP Team will monitor the competitive and environmental landscape of healthcare innovation and identify emerging opportunities and new initiatives, e.g., products, services, technologies, markets. CInO will oversee development and implementation of a marketing strategy to raise awareness and opportunities for health system innovators.

MAJOR RESPONSIBILITIES

Departmental Leader

- Provides an experience and environment of patient- and family-centered care.
- Interprets impact of broad scope organizational change for staff and develops change strategies for successful implementation.
- Incorporates UW Health's vision, missions and values in goals and programs within the Isthmus Project
- Develops and manages operational initiatives with measurable outcomes.
- Formulates objectives, goals and strategies collaboratively with other stakeholders.
- Prepares and delivers reports to operational leadership outlining progress toward meeting annual goals and objectives, to include performance related to finance, clinical activity, quality, safety, marketing, and human resources.

Financial Manager

- Actively seeks opportunities to improve financial outcomes, engaging staff in the process.
- Establishes annual financial goals and actively uses benchmarking to high performing systems in similar area of expertise to set annual targets.
- Monitors and analyzes financial data and utilizes for decisions regarding FTE's, staffing and operational budget.
- Establishes an annual operating and capital budget, demonstrating fiscal responsibility through meeting budget targets.
- Creates business plan(s), justifying variances and analyzing cost benefit of programs.
- Directs and provides guidance to managers to effectively allocate resources based on patient volume, space availability, budget constraints, and program priorities, goals and objectives. Articulates to staff the budget and the

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context within the organizational financials.

Administrative Leader

- Contributes to the success of the UW Health by providing leadership, direction and coordination of operations, finances and human resources for area of responsibility.
- Manages and directs all activities within area of responsibility.
- Continually assesses all services, identifies problems, utilizes data to analyze and propose innovative approaches for solutions.
- Maintains records related to operations and services that are complete, accurate, available, and in compliance with all legal, regulatory, and policy requirements.
- Engages staff and other stakeholders in continuous improvement of systems and processes; manages resources for staff participation in improvement work activities.
- Ensures effective facilitation of improvement teams and development of leadership skills to ensure overall effectiveness of the meetings.
- Organizes and prioritizes time and resources to manage efficiency. Appropriately delegates.
- Remains current of new trends and best practices and incorporates into Innovation Department practices and programs.
- Articulates and enforces standards for quality/safe patient care.
- Develops and implements innovative systems and processes that improve staff and patient quality and safety.
- Demonstrates achievable and measurable results and develop action plans for improvement.
- Initiates, monitors and enforces regulatory requirements.
- Holds self and others accountable to policy, standards and commitments and provides timely follow through on questions and concerns.
- Ensures development of Innovation Department initiatives to improve patient satisfaction and family centered care.
- Develops and implements clinical outcome measures for quality improvement, cost and complication reduction, and the implementation of evidence-based medicine.
- Incorporates the use of evidence-based practice and appreciative enquiry into program development and improvement activities.
- Actively listens to staff ideas and concerns, assesses others communication styles and adapts to them.
- Effectively facilitates meetings at Innovation Department and organizational level.
- Creates bi-directional systems that effectively communicate information and data, utilizing multiple methods.
- Articulates and presents data, information and ideas in a clear and concise manner.
- Communicates opinions and ideas in a nonthreatening and nonjudgmental manner to staff, peers and others.
- Communicates with physicians, academic department leaders, and senior administrators to maintain coordination with other UW Health programs.
- Demonstrates empathy and concern while ensuring the Innovation Department goals are met.
- Manages the complex interdepartmental and interdisciplinary relationships to assure collaboration and effective/efficient operations within the Innovation Department.
- Creates an environment that encourages diverse opinion, recognizes differences and incorporates into process and services.
- Exhibits awareness of personal attitudes and beliefs, recognizing its effect on response to others.
- Creates a culture and systems for recognizing and rewarding staff.

Resource Manager

- Creates and maintains a satisfying workplace that fosters professional growth and job satisfaction for all members of the healthcare team.
- Interviews to select top talent, matching the Innovation Department needs with appropriate skill sets.
- Develops and implements recruitment and retention strategies that support a culture of leadership.
- Identifies and addresses own professional growth needs.
- Assesses manager and staff development needs, identifies goals and provides resources.

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- Identifies lack of competency in performance and establishes a plan which includes goals, interventions and measures.
- Maintains membership in professional organization(s) to develop knowledge and resources through networking, continuing education, and participation in national, regional, and/or local activities.
- Ensures integration of ethical standards and core values into everyday work activities.

Educator/Research Facilitator

- Provides opportunities to aspiring clinicians and leaders to develop skills to meet career goals.
- Contributes to a learning environment by providing educational and research experiences to students, residents, fellows, and faculty.

Critical Interfaces

- Leads and/or serves on a variety of appropriate internal and external committees to represent the Isthmus Project
- Serves as a representative of the Isthmus Project to UW Health in order to facilitate the shared interests and relationship between the parties.

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

JOB REQUIREMENTS

Education	Minimum	Doctoral Degree (PhD, MD, DO, PharmD) in a related field
	Preferred	
Work Experience	Minimum	Five (5) years working in an innovative environment, such as an academic medical center, or a field related to the commercialization and application of new innovations.
	Preferred	Experience working the full cycle of innovation through discovery, trial and commercialization work
Licenses & Certifications	Minimum	
	Preferred	
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> • Excellent communication and interpersonal skills to include the ability to negotiate and resolve conflicts and build teams. • Effective analytical ability in order to develop and analyze options, recommend solutions to and solve complex problems and issues. • Demonstrated innovative approach to problem resolution. • Ability to work collaboratively across UW Health entities and disciplines. • Effective organizational, planning and project management abilities. • Ability to demonstrate a commitment to quality and excellence. • Experience in financial and programmatic presentations. • Ability to implement change in a positive, sensitive and forward- thinking manner • Ability to ensure a high level of customer satisfaction including employees, patients, visitors, faculty, referring physicians and external stakeholders • Planning and problem solving • Developing goals and objectives, and establishing priorities • Inspires confidence, appropriate risk taking and achievement of high standards • Ability to persuade others and develop consensus • Effective communication skills both in written and verbal presentation with a communication style that is open and foster trust, credibility and understanding. • Ability to create win/win solutions and relationships

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 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	Up to 10#	Negligible	Negligible

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	sedentary if walking and standing are required only occasionally and other sedentary criteria are met.			
	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#
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.