

UW HEALTH JOB DESCRIPTION

Director, IS Business Relationship Management

Job Code: 113316

FLSA Status: Exempt

Mgt. Approval: C. Goswami

Date: November 2021

Department: Information Services

HR Approval: N. Lazaro

Date: November 2021

JOB SUMMARY

The Director, IS Business Relationship Management (BRM) is a strategic advisor and partner for defined clinical, business, and administrative areas across the UW Health system and for defined areas within the UW Health School of Medicine and Public Health (SMPH), affiliates, and partners. The Director drives value and innovation leveraging information, technology, and analytics in partnership with stakeholders and IS colleagues. Working closely with front-line clinicians, stakeholders, researchers, informaticists, IS colleagues and others, the Director builds the roadmap of capabilities and solutions for their defined area(s). The Director is a system-wide thought leader driving value from IS solutions, data literacy, and data-driven decision making.

The Director is accountable for driving the maturity of IS business relationship management, leading to value realization and innovation across the system. The Director develops and grows their team and builds a community of colleagues with strong BRM competency. The Director uses their expertise in health care, partnership, emerging trends, strategy, technology, and communication to advance BRM practices and competencies across UW Health. The Director creates a culture of partnership, teaching, mentoring and professional development across the system.

The Director works closely with IS leader colleagues and teams to build and support a service-oriented culture. The Director provides the guidance needed for clear prioritization of initiatives and appropriate balance across the portfolio of products and services. The Director, in collaboration with IS product leaders and delivery team leaders, establishes and monitors service levels and external party service delivery, and supports business development initiatives. The Director shares accountability with operational leader colleagues in realizing value from the solutions and services.

The Director is responsible to the Vice President, IS Business Relationship Management, Planning and Growth and works closely with employees and leaders across UW Health and related entities.

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 department
- 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.
- Effectively lead and administer, in partnership with IS leader colleagues to promote, deliver and adopt:
 - High level of business relationship management maturity focused on value creation and innovation, including critical underlying capabilities such as strong process and workflow knowledge, outstanding service and product delivery, and excellent communication.
 - Trusted advisor, strategic partner relationships for your team and other IS colleagues with clinical, business, and administrative stakeholders
 - Technology roadmaps that deliver the capabilities, products, and services that improve outcomes our patients, community, and system
 - Processes and tools to monitor results and realize value
 - Deep business process, workflow, and subject matter expertise for IS teams

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.

UW HEALTH JOB DESCRIPTION

- 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 context within the organizational financials.

Administrative Leader

- Contribute to the success of the UW Health by providing leadership, direction and coordination of operations, finances and human resources for area of responsibility.
- Manage and direct all activities within area of responsibility.
- Continually assesses all services, identifies problems, utilizes data to analyze and propose innovative approaches for solutions.
- Maintain 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 IS 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 IS 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 IS 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 IS goals are met.
- Manages the complex interdepartmental and interdisciplinary relationships to assure collaboration and effective/efficient operations within IS.
- Creates an environment that encourages diverse opinion, recognizes differences and incorporates into process and services.
- Exhibits awareness of personal attitudes and beliefs, recognizing their 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 IS needs with appropriate skill sets.
- Develops and implements recruitment and retention strategies that support a culture of leadership.

UW HEALTH JOB DESCRIPTION

- Identifies and addresses own professional growth needs.
- Assesses manager and staff development needs, identifies goals and provides resources.
- 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 UW Health IS

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

JOB REQUIREMENTS

Education	Minimum	Bachelor's degree in Clinical field, Health Care Administration, Information Systems, Computer Science, Public Health, Business Administration, or other relevant area
	Preferred	Master's Degree in Clinical field, Health Care Administration, Information Systems, Computer Science, Public Health, Business Administration, or other relevant area
Work Experience	Minimum	<ul style="list-style-type: none"> • Demonstrated success understanding stakeholder strategies, aligning focus on the problem(s) to address, aligning priorities for delivery, leading cross-functional teams to successful delivery, ensuring solution adoption and driving value. • Demonstrated success forming and sustaining collaborative, trusted-advisor relationships with stakeholders and IS colleagues. • Demonstrated success developing teams and talent where leading without direct authority was a critical success factor. • Demonstrated successful project leadership experience including enterprise-wide initiatives and including agile delivery.
	Preferred	<ul style="list-style-type: none"> • Ten (10) years of progressive experience in an Information Technology related field • Seven (7) years of progressive leadership experience in large scale applications, analytics, clinical care, or clinical or business operations. • Healthcare subject matter expertise including at least five (5) years experience in a health system, academic medical center or health payer organization.
Licenses & Certifications	Minimum	
	Preferred	Certified Business Relationship Manager (CBRM)
Required Skills, Knowledge, and Abilities		<p>Advanced competency in the following areas:</p> <ul style="list-style-type: none"> • Leadership including leads with integrity, maintains strategic orientation, demonstrates business & financial acumen, champions innovation, managing execution, and leading & developing people • Technical leadership of applicable products or platforms • Leading without direct authority • Leading highly empowered, self-directed teams including cross-functional teams • Communication • Effective team member • Critical thinking • Applying lean management tools • Applying agile methodologies • Business relationship management <p>Intermediate competency in product management</p>

UW HEALTH JOB DESCRIPTION

Intermediate proficiency in at least 3 healthcare application related competencies such as EMRs, PACs, ancillary clinical systems, revenue cycle related apps/processes and at least 3 data/analytics competencies such as data literacy, data governance, embedding reports/dashboards within applications, dashboard platforms, data visualization.

Other Required Skills, Knowledge, Abilities:

- Excellent communication and interpersonal skills to include the ability to negotiate and resolve conflicts and build teams.
- Demonstrated creativity and flexibility.
- Ability to operate in high-pressure situations.
- Excellent organizational skills.
- Demonstrated innovative approach to problem resolution.
- Ability to work collaboratively across UW Health entities and disciplines. Demonstrated commitment to patient- and family centered care.
- Broad knowledge of modern health care administration practices and principles within a managed care environment and/or an academic medical center.
- Effective analytical ability in order to develop and analyze options, recommend solutions to and solve complex problems and issues.
- Demonstrated effective managerial and administrative leadership of clinical operations
- Knowledge of principles and techniques used in negotiation as applied to service contracts and equipment purchasing.
- Effective organizational, planning and project management abilities.
- Experience in financial and programmatic presentations.
- Ability to function independently and deal with multiple, simultaneous projects.
- Ability to recognize personal strengths and weaknesses and develop goals for professional growth and achievement.
- Ability to demonstrate a commitment to quality and excellence.
- Effective leadership abilities:
 - Ability to implement change in a positive, sensitive and forward- thinking manner
 - Planning and problem solving
 - Developing goals and objectives, and establishing priorities
 - Inspires confidence, appropriate risk taking and achievement of high standards
 - Self-starter with a willingness to try new ideas
 - Positive, can-do attitude coupled with a sense of urgency
 - Good judgment and ability to act decisively at the right time
 - 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 effect collaborative and promote teamwork
 - Ability to ensure a high level of customer satisfaction including employees, patients, visitors, faculty, referring physicians and external stakeholders
 - 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 sedentary if walking and standing are required only occasionally and other sedentary criteria are met.	Up to 10#	Negligible	Negligible

UW HEALTH JOB DESCRIPTION

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:	<ul style="list-style-type: none"> • 		

Work/Environmental: Moderate noise level consistent with an office environment

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.