

UW HEALTH JOB DESCRIPTION

Director Clinical Informatics and Education

Job Code: 118009	FLSA Status: Exempt	Mgt. Approval: R. Kohler	Date: February 2024
Department: Information Systems		HR Approval: M. Grayson	Date: February 2024

JOB SUMMARY

The Director of Clinical Informatics and Education is a forward-thinking leader accountable for driving value, innovation, and growth across UW Health. The Director identifies and champions information systems and technology solutions that improve clinical efficiency, support optimal workflows, and enable clinicians to provide the best possible patient care. Working in close partnership with operational leaders and Information Services colleagues, the Director of Clinical Informatics and Education designs roadmaps that are aligned with the strategic goals and objectives of UW Health.

The Director of Clinical Informatics and Education is a domain expert, maintaining an in-depth knowledge of healthcare topics and patient care practices, technology, education, change management, and analytics. The Director provides leadership and serves as a resource in the evaluation, selection, implementation, and evolution of clinical information systems to enhance the delivery of patient care for UW Health, while ensuring that they meet organizational, regulatory, and clinical quality standards.

The Director of Clinical Informatics and Education is a system-wide change leader, driving organizational change management to ensure successful adoption and maximize value for the healthcare team and patient care. The Director leads teams that drive usability, evaluation, and ongoing optimization of technology and analytics. The Director leads efforts to identify opportunities and barriers to clinical transformation, collaborating with others to minimize silos and prioritize efforts to create systems that drive effective performance and improve patient care. The Director is responsible for developing and maintaining consultative, trusted advisor relationships with stakeholders, colleagues, and leaders across UW Health to identify and achieve interdepartmental goals and objectives.

The Director is responsible for the evolution of Informatics practice and provides interdisciplinary leadership throughout UW Health on healthcare informatics. In conjunction with colleagues in Medical Informatics, the Director of Clinical Informatics and Education defines and incorporates scope and standards of Informatics practice and change management at UW Health, and attracts, develops, and retains a best-in-class team. The Director partners and leads teams that incorporate informatics, change management, and educational theories, principles, and concepts to evaluate the impact of technology on clinical practice and patient outcomes and informs opportunities for optimization and process improvement. The Director collaboratively facilitates the integration of data, information, and knowledge to support patients and the care teams in their decision-making and clinical practice.

MAJOR RESPONSIBILITIES

Perform the responsibilities expected of all UW Health Directors

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.
- 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.

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- 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 departmental 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 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 departmental 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 goals are met.
- Manages the complex interdepartmental and interdisciplinary relationships to assure collaboration and effective/efficient operations within UW Health.
- 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.

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- Interviews to select top talent, matching departmental and institutional 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.
- 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.
- Serves as a representative of UW Health IS and Informatics (IS/I) to UW Health in order to facilitate the shared interests and relationship between the parties.
- Serves as a representative of clinical areas to UW Health IS/I 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	Bachelor of Science in Nursing and Master's in Nursing or related field.
	Preferred	Doctor of Nursing Practice in Informatics or related field.
Work Experience	Minimum	<ul style="list-style-type: none"> • Five (5) years of experience in direct clinical care, health care operations, or health care administration. • Healthcare subject matter expertise including at least five (5) years' experience in a health system, academic medical center, or health payer organization. • Demonstrated success leading teams, through formal or informal leadership. • Demonstrated success leading the design, development, configuration, support, and adoption of large and enterprise-wide solutions including examples where leading without direct authority was a critical success factor. • Demonstrated success driving significant enterprise-wide organizational change management, in collaboration with operational partners. • Demonstrated success driving the adoption of innovative IT capabilities resulting in significant realized value. • Demonstrated success forming and sustaining collaborative, trusted-advisor relationships with stakeholders and IS colleagues. • Demonstrated success as a financial manager and steward.

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	Preferred	<ul style="list-style-type: none"> • Demonstrated success delivering a balanced portfolio of products, projects, and recurring operations. • Demonstrated success managing vendors, partners, and/or managed services. • Demonstrated success growing your versatility as a leader, successfully supporting areas and teams that were at the time outside your area(s) of expertise. • Ten (10) years progressive experience in IS or Informatics project, product, and solution delivery. • Seven (7) years of progressive leadership experience in large scale applications, analytics, clinical care, or clinical or business operations.
Licenses & Certifications	Minimum	Licensed as a Registered Nurse and eligible to practice in the state of Wisconsin
	Preferred	<ul style="list-style-type: none"> • Membership in and certification from professional associations such as ACHE, AMIA, ANIA, HIMSS, PMI • ANCC certification in Informatics
Required Skills, Knowledge, and Abilities		<p><u>Information Services and Informatics (IS/I) Core Competencies:</u></p> <ul style="list-style-type: none"> • Advanced proficiency in all of the following: <ul style="list-style-type: none"> ○ Communication ○ Critical thinking ○ Leadership including leads with integrity, maintains strategic orientation, demonstrates business & financial acumen, champions innovation, manages execution, leading & developing people ○ Mentoring and teaching ○ Technical leadership ○ Leading without direct authority ○ Leading highly empowered, self-directed teams ○ Lean management ○ Agile methodologies <p><u>Position Specific Competencies</u></p> <ul style="list-style-type: none"> • Advanced proficiency in the following <ul style="list-style-type: none"> ○ Technology awareness and strategic planning ○ Project management ○ Organizational change management • Developing advanced proficiency in all of the following <ul style="list-style-type: none"> ○ Business relationship management ○ Product management ○ Adult education <p><u>Other Required Skills, Knowledge, and Abilities</u></p> <ul style="list-style-type: none"> • Current regulatory, accreditation, and JCAHO expertise. • 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.

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

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.