

UW HEALTH JOB DESCRIPTION

Senior Director/Chief Nursing Officer, East Madison Hospital

Job Code: 118029	FLSA Status: Exempt	Mgt. Approval: R. Jackson	Date: September 2021
Department: Executive		HR Approval: K. Fleming	Date: September 2021

JOB SUMMARY

The Senior Director/Chief Nursing Officer (CNO), East Madison Hospital (EMH) serves as the nursing leader for UW Health at East Madison Hospital. This role is responsible for leading inpatient nursing and nursing practice in accordance with the mission, vision, and values of UW Health. The incumbent is accountable for the effective and efficient operation of areas of oversight which may include: operational, financial, human resources and strategic duties. The Senior Director/CNO, EMH, through direct responsibility, collaboration, facilitation, or delegation, will provide effective management to meet the goals, strategies, and performance targets of EMH while providing an environment that is conducive to the success of patients, physicians, and staff. The Senior Director/CNO, EMH partners with other clinical leaders of EMH to improve access, quality, safety, patient experience, productivity, and efficiency of nursing practice. The Senior Director/Chief Nursing Officer, East Madison Hospital reports directly to the VP, Chief Nursing Officer-Inpatient.

This position is part of a hospital triad leadership model, that includes the Chief Operating Officer, Chief Medical Officer, and Chief Nursing Officer of EMH. The hospital triad, through collaborative governance of the hospital, are responsible for the effective and efficient alignment of clinical services to ensure the delivery of the UW Health mission of patient care, education, research, and community service. Triad leaders demonstrate the ability to lead and function effectively in various matrixed relationships and reporting structures. The EMH hospital triad reports to the Region Triad composed of the VP, President of UW Hospitals, VP, Chief Medical Officer and VP, Chief Nursing Officer-Inpatient.

MAJOR RESPONSIBILITIES

Administrative

- Provide overall leadership, direction and coordination of operations, finances, space, and human resources for all operating areas within range of accountability.
- Lead inpatient and emergency department nursing units to efficiently and effectively support operational goals of EMH and the Madison region hospitals.
- Develop and/or implement appropriate nursing and patient care services policies and procedures to enhance efficient and effective operations and delivery of services within areas of responsibility.
- Translate strategic plans and budget targets into operational action plans which guide resource allocation and the coordination and direction of personnel; direct operations in areas of responsibility to achieve the annual operating plan.
- Provide service quality management:
 - Regularly evaluate clinical, financial, and operational performance and associated data on against established service standards; develop service improvement plans for all areas of responsibility and meet set targets.
 - Develop and implement systems for working with clinicians to ensure optimal use and application of services within areas of responsibility.
 - Support the development and management of systems to measure patient and family satisfaction and employee/faculty engagement.
 - Ensure incorporation of key findings in an institutional clinical service improvement plan.
 - Lead initiatives to decrease hospital acquired conditions and implementation/evaluation of a culture of safety.
- Ensures that all nursing and patient care services are provided in compliance with all applicable standards and requirements of all federal, state, city, and regulatory bodies including: The Joint Commission, Center for Medicaid Services, Department of Health and Family Services, local authorities having jurisdiction, and any other regulatory bodies related to the operations of the EMH.
- Align nursing, clinical care and support services for ultimate effectiveness and efficiencies.
- Develop, hardwire, and sustain quality initiatives across nursing and patient care services and contribute to organization wide quality improvement efforts.
- Develop services and programs that positively impacts nursing practice at the bedside and other clinical settings.
- Align initiatives around the tenants of Magnet and participate in maintaining the organization's Magnet status

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Strategic Planning

- Participate in the development of the institutional strategic plan to ensure accomplishment of the mission and vision of UW Health.
- Integrating the UW Health strategic plan with EMH nursing and inpatient operations to meet the goals of the hospital, region, and health system.

Advisor

- Serves as an advisor and consultant to the VP/Chief Nursing Officer - Inpatient and other triad leaders on matters within areas of responsibility.
- Provides advice and information to the UWHCA Board of Directors on matters within areas of responsibility.
- Educator / Facilitator
 - Contributes to the establishment of a learning environment which is conducive to the provision of educational and research experiences to students, house officers, faculty, and staff.
 - Supports the educational and professional development opportunities to staff, students, and interns within areas of responsibility.
 - Contributes to the institution knowledge of the latest trends, practices and state-of- the-art technology as applicable to assigned areas of responsibility.

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

JOB REQUIREMENTS

Education	Minimum	<ul style="list-style-type: none"> • Bachelor's degree in nursing • Master's degree in healthcare or hospital administration, nursing administration, business, or a related discipline.
	Preferred	Doctor of Nursing Practice
Work Experience	Minimum	Seven (7) years of progressively responsible nursing management or supervisory level experience
	Preferred	<ul style="list-style-type: none"> • Experience with an academic medical center • Experience working in one or more areas of the following areas: inpatient, emergency department or critical care nursing.
Licenses & Certifications	Minimum	RN license
	Preferred	
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> • Broad knowledge of modern health care administration, systems, practices, and principles. • 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 customer satisfaction and engagement. • Ability to succeed in a complex environment where decision-making may be diffuse and ambiguous. • Demonstrated exemplary presentation skills to engage and motivate organizational stakeholders. • Proven success in developing a large high performing staff, establishing performance standards, and transitioning staff through organizational change, with an emphasis on the ability to recruit and manage a culturally diverse workforce. • A high degree of professionalism and competency dealing with a variety of individuals including physicians, senior executives, hospital administration, and external constituents. • Experience in preparing operating and capital budgets.

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	<ul style="list-style-type: none"> An ability to organize and present data in a concise and easily understood manner, often to professionals, physicians, and board members. Ability to be recognized as a positive change agent. Proven success as a dynamic and empowering leader who possesses a positive attitude to instill a vision for excellence with innovation and creativity. Conflict management and resolution skills. Skilled developer of relationships and partnerships. 		
PHYSICAL REQUIREMENTS			
Indicate the appropriate physical requirements of this job in the course of a shift. <i>Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.</i>			
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 dockets, 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#
Other - list any other physical requirements or bona fide occupational qualifications not indicated above:			

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.