

UW HEALTH JOB DESCRIPTION

Senior Director, Digital Health and Emerging Technologies			
Job Code: 113318	FLSA Status: Exempt	Mgt. Approval: C. Goswami	Date: January 2023
Department: IS - Admin		HR Approval: M. Grayson	Date: January 2023
JOB SUMMARY			
<p>The Senior Director, Digital Health and Emerging Technologies is responsible for the direction and leadership of operational, financial, programmatic, and personnel activities for the maturation of UW Health's integration of emerging technologies.</p> <p>The Senior Director is specifically responsible for engaging the use of technology to:</p> <ul style="list-style-type: none">• Improve care delivery systems and quality while reducing cost and increasing productivity• Expand the reach of UW Health by growing new markets and services• Create collaborative structures for incubating new technologies and tech-enabled services <p>Under general direction from the System VP, Chief Information Officer, the Senior Director, Digital Health and Emerging Technologies works to minimize the technology burden on clinicians and staff by enabling systems to be more intelligent/predictable and services more accessible and convenes the expertise of industry partners to break down barriers, The Senior Director, Digital Health and Emerging Technologies builds on and grows analytics capabilities to enable intelligent, proactive insights and advanced machine learning capabilities, and advances data standards, terminology, acquisition, interoperability, and broad-based access/ use of actionable information.</p> <p>The Senior Director, Digital Health and Emerging Technologies is responsible for the direction and management of activities in support of the mission, goals, and objectives of UW Health.</p> <p>The UW Health is committed to the highest standard of customer service principles for its patients, visitors, and staff members. Staff will serve as role models by practicing exemplary behaviors when working with patients, visitors, and fellow staff members.</p>			
MAJOR RESPONSIBILITIES			
<p><u>Departmental Leader</u></p> <ul style="list-style-type: none">• 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 IS.• 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. <p><u>Financial Manager</u></p> <ul style="list-style-type: none">• 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 context within the organizational financials.			

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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 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 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 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 IS 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.

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- 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 IS.
- Serves as a representative of IS 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	Bachelor's degree in Healthcare Information Technology, Engineering, Business Administration, Public Policy, Public Health, or related field
	Preferred	Master's degree in Healthcare Information Technology, Engineering, Business Administration, Public Policy, Public Health, or related field
Work Experience	Minimum	<ul style="list-style-type: none"> • Demonstrated success partnering with early stage and/or venture backed technology organizations • Advanced technology practice in healthcare or transferable industry • Demonstrated success leading product teams and agile development of technology lifecycle • Demonstrated success from ideation of innovation to implementation of technology • Demonstrated success in areas of product conception, product management, and/or mergers and acquisitions leading to enhanced revenue generation • Demonstrated successful project leadership experience including enterprise-wide initiatives and including agile delivery
	Preferred	Experience in a large academic or complex health program
Licenses & Certifications	Minimum	None
	Preferred	
Required Skills, Knowledge, and Abilities		<p><u>IS 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 and self-directed teams ○ Lean management ○ Agile methodologies <p><u>Position Specific Competencies</u></p> <ul style="list-style-type: none"> • Advanced proficiency in at least 4 IS competencies relevant to data science and digital health • Advanced proficiency in all of 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

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	<p><u>Other Required Skills, Knowledge, and Abilities:</u></p> <ul style="list-style-type: none"> • Ability to evaluate immature technology for viability & scalability • 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. • 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.
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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#

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Other - list any other physical requirements or bona fide occupational qualifications not indicated above:	
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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.