

UW HEALTH JOB DESCRIPTION

Senior Director, Perioperative Services

Job Code: 118032	FLSA Status: Exempt	Mgt. Approval: J. Lewis	Date: December 2020
Department: Perioperative Services		HR Approval: J. Olson	Date: December 2020

JOB SUMMARY

The Senior Director of Perioperative Services is responsible for the direction and leadership of operational, financial, programmatic, and personnel activities for UW Health Perioperative Services departments. This includes establishing, meeting, and continuously monitoring the goals and objectives while maintaining alignment with the strategic goals and objectives for UW Health. This position directly supervises the leadership of UW Health Madison Region Perioperative Services departments and serves as one of three permanent co-chairs of the Surgical and Procedural Operations Council (SPOC). SPOC is a UW Health Clinical Service Council (CSC) whose decision-making authority is delegated by the Madison Region Operations Council (MadROC). The SPOC co-chairs are responsible for the integration and alignment of surgical and procedural operations across the UW Health system to increase patient safety, satisfaction, efficiency, throughput, and margins.

MAJOR RESPONSIBILITIES

UW Health System 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, mission, and values in goals and programs within Perioperative Services.
- 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.
- Coordinates and leads strategic goals and objectives identified by the MadROC.
- Develops and enforces surgical and procedural services standards across sites.
- Provides oversight of surgical and procedural scheduling across operative sites, holding each site accountable for appropriate scheduling and OR access.

Financial Manager

- Actively seeks opportunities to improve financial outcomes, engaging providers, leaders and 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 FTEs, staffing, and operational budget.
- Coordinates methods of Value Analysis for supplies and contracting across sites.
- Develops and monitors surgical and procedural performance metrics across the organization and shares with UW Health leadership on a regular basis, providing continuous transparency.
- Accountable for the annual operating and capital budgets of the Perioperative Services departments within the Madison Region, demonstrating fiscal responsibility through meeting budget targets.
- Creates business plan(s), justifying variances and analyzing cost/benefit of programs.
- Directs and provides guidance to leaders to effectively allocate resources based on patient volume, space availability, budget constraints, and program priorities, goals, and objectives.
- Articulates to leaders and staff the budget and the context within the organizational financials.
- Actively engages in cost containment activities in all aspects of resource management.

Administrative Leader

- Contributes to the success of UW Health by providing leadership, direction, and coordination of operations, finances, and human resources for areas of responsibility.
- Continually assesses all services, identifies problems, and utilizes data to analyze and propose innovative approaches for solutions.

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- Interprets, implements, and monitors Joint Commission, state, and federal regulations pertaining to department functions. Ensures organizational compliance with Joint Commission standards as well as requirements set by state and federal regulatory bodies.
- Ensures effective facilitation of improvement teams and the development of leadership skills to ensure overall effectiveness of the meetings.
- Measures, monitors, and communicates quality, safety, operational, and financial metrics across operative sites. Partners with site triads to address poor performance.
- Organizes and prioritizes time and resources to manage efficiency. Appropriately delegates.
- Remains current of new trends and best practices and incorporates into Perioperative Services 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 develops 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 Perioperative Services 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.
- Standardizes and enforces surgical block allocation/reallocation and overall utilization management across UW Health operative sites.
- Actively listens to staff ideas and concerns and assesses the communication styles of others and adapts to them.
- Effectively facilitates meetings within Perioperative Services 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 Perioperative Services goals are met.
- Manages the complex interdepartmental and interdisciplinary relationships to assure collaboration and effective/efficient operations within Perioperative Services.
- 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 Perioperative Services needs with appropriate skill sets.
- Oversees supply chain and Health Technology Management (HTM) activities within Perioperative Services across the region.
- Develops and implements recruitment and retention strategies that support a culture of leadership.
- Monitors patient, provider, and staff satisfaction by site.
- Leads efforts to optimize surgical and procedural resources across UW Health, including location(s) of services.
- Identifies and addresses own professional growth needs.
- Assists in strategic development for service line growth and workforce planning needs.
- Assesses Director, 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.
- Work with Education Specialists in assessment of needs of the nursing and support staff.

Critical Interfaces

- Leads and/or serves on a variety of appropriate internal and external committees to represent the Perioperative Services Departments.
- Engages and collaborates/builds consensus with broad groups of stakeholders via focused advisory/action teams and robust communication pathways.
- Serves as a representative of Perioperative Services to UW Health in order to facilitate the shared interests and relationship between the parties.
- Implements and enforces global policies necessary to coordinate surgical and procedural operations and ensure system-wide regulatory compliance related to patient safety and regulatory standards.
- Acts as a liaison for Perioperative Services in its relationship with the University of Wisconsin - Madison, including the Dean of the School of Nursing, Medical Staff, University of Wisconsin School of Medicine & Public Health Clinical Chairs and Staff, University of Wisconsin Medical Foundation, University Administration, and Health Schools faculty.

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

JOB REQUIREMENTS

Education	Minimum	Bachelor's degree in a relevant subject area such as Nursing or Business Administration
	Preferred	Master's degree in a relevant subject area such as Nursing or Business Administration
Work Experience	Minimum	Seven (7) years of relevant healthcare management experience with at least two (2) years being in Perioperative Services
	Preferred	Experience in a large academic or complex health program that included Perioperative services
Licenses & Certifications	Minimum	Registered Nurse license
	Preferred	
Required Skills, Knowledge, and Abilities		<p>Excellent communication and interpersonal skills to include the ability to negotiate and resolve conflicts and build teams.</p> <p>Demonstrated creativity and flexibility.</p> <p>Ability to operate in high-pressure situations.</p> <p>Excellent organizational skills.</p> <p>Demonstrated innovative approach to problem resolution.</p> <p>Ability to work collaboratively across UW Health entities and disciplines.</p> <p>Demonstrated commitment to patient- and family centered care.</p> <p>Broad knowledge of modern health care administration practices and principles within a managed care environment and/or an academic medical center.</p> <p>Effective analytical ability in order to develop and analyze options, recommend solutions to and solve complex problems and issues.</p> <p>Demonstrated effective managerial and administrative leadership of clinical operations</p> <p>Knowledge of principles and techniques used in negotiation as applied to service contracts and equipment purchasing.</p> <p>Effective organizational, planning and project management abilities.</p> <p>Experience in financial and programmatic presentations.</p> <p>Ability to function independently and deal with multiple, simultaneous projects.</p>

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	<p>Ability to recognize personal strengths and weaknesses and develop goals for professional growth and achievement.</p> <p>Ability to demonstrate a commitment to quality and excellence.</p> <p>Effective leadership abilities:</p> <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 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.