

UW HEALTH JOB DESCRIPTION

MANAGER ADVANCED PRACTICE PROVIDER (APP)

Job Code: 821001	FLSA Status: Exempt	Mgt. Approval: R. Hoyer	Date: March 2021
Department: Corp Admin APP, 351880000		HR Approval: N. Lazaro	Date: March 2021

JOB SUMMARY

The Advanced Practice Provider (APP) Manager is responsible for directing and leading operational, financial, programmatic and personnel activities for Advanced Practice Registered Nurses (APRNs) and Physician Assistants (PAs). This includes establishing, meeting and continuously monitoring the goals and objectives while maintaining alignment with the strategic goals and objectives for UW Health. While the range of duties and responsibilities is broad and varied, the position's major responsibility is directing day-to-day operations, budgeting, financial management, and human resource management.

The APP Manager, reporting directly to the Director of APPs, requires significant cross functional leadership in coordinating the activities of the specialty APRNs and PAs within his/her area of responsibility. This includes collaboration with operations, clinical academic department physician and administrative leaders, and other cross functional unit leaders.

Approximately 80% of the APP Manager] position is devoted to administrative duties and 20% is devoted to maintaining a clinical practice within his/her specialty area consistent with NP/PA/CNM job description.

MAJOR RESPONSIBILITIES

Administrative Leader

- Interprets impact of broad scope organizational change for staff and develops change strategies for successful implementation.
- Continually assesses all services, identifies problems, and utilizes data, including trends and best practices, to propose innovative approaches/solutions.
- Working collaboratively with others, develops and manages operational goals with measurable outcomes, strategies, initiatives, and programs aligned with UW Health's vision, missions, and values.
- Engages staff and other stakeholders in continuous improvement of systems and processes; manages resources for staff participation in improvement work activities.
- Articulates, monitors, and enforces regulatory requirements and standards for quality/safe patient care
- Develops and implements clinical outcome measures for quality improvement, cost and complication reduction, and the implementation of evidence-based practice.
- Incorporates the use of evidence-based practice and appreciative enquiry into program development and improvement activities
- Manages complex interdepartmental and interdisciplinary relationships to assure collaboration and effective/efficient operations within the area of specialty.
- Contributes to a learning environment by providing growth opportunities and educational and research experiences to aspiring clinicians and leaders, students, residents, fellows, and faculty.

Financial Manager

- Actively seeks opportunities to improve financial outcomes, engaging staff in the process.
- 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 effectively allocate resources based on patient volume, space availability, budget constraints, and program priorities, goals and objectives.

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Human Resource Leader

- Creates and maintains a satisfying workplace that fosters professional growth and job satisfaction for all members of the healthcare team. This includes encouraging diverse opinion, inclusion, and a culture and systems for recognizing and rewarding staff.
- Develops and implements strategies to recruit and retain top talent which support a culture of leadership
- Assesses supervisor and staff development needs, identifies and supports goals, and provides resources.
- Identifies lack of competency in performance and establishes a plan which includes goals, interventions and measures.

Critical Interfaces

Leads and/or serves on a variety of appropriate internal and external committees to represent the respective area of specialty.

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

JOB REQUIREMENTS

Education	Minimum	Master's or Doctoral degree from accredited Nursing Program or Bachelor's or Master's degree from accredited PA Program
	Preferred	Bachelor's or Master's degree in Healthcare administration, business or related field.
Work Experience	Minimum	1 year of experience providing leadership to a clinical or provider workforce
	Preferred	Experience in a large academic or complex health program which includes multi-specialty and primary care advanced practice provider services and programs.
Licenses & Certifications	Minimum	<p>If Advanced Practice Registered Nurse</p> <ul style="list-style-type: none"> • Active RN and APNP license in State of Wisconsin AND • Active board certification in area of specialty <p>If Physician Assistant:</p> <ul style="list-style-type: none"> • Active PA license in State of Wisconsin AND • Active PA board certification <p>All Advanced Practice Registered Nurse and Physician Assistant applicants must have:</p> <ul style="list-style-type: none"> • Active DEA license or ability to apply for such license prior to or upon hire
	Preferred	
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> • Excellent communication and interpersonal skills to include the ability to negotiate, resolve conflicts, and build teams. • Demonstrated creativity and flexibility. • Ability to operate effectively 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 ability to effectively lead in a clinical operations setting • Effective organizational, planning and project management abilities. • Effective presentation skills • 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: <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

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	<ul style="list-style-type: none"> • 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 effectively collaborate 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. <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 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#
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.