

UW HEALTH JOB DESCRIPTION

MANAGER, BEHAVIORAL HEALTH PRIMARY CARE

Job Code: 842006	FLSA Status: Exempt	Mgt. Approval: B. Lonergan	Date: April 2020
Department: Behavioral Health		HR Approval: N. Lazaro	Date: April 2020

JOB SUMMARY

The Manager, Behavioral Health Primary Care is a Behavioral Health Clinician with demonstrated leadership skills and clinical excellence experience. The Manager, Behavioral Health provides administrative and clinical leadership to Behavioral Health Leads and clinicians, and oversees the implementation, ongoing performance, and management of the Collaborative Care or other models of Integrated Care.

The Manager, Behavioral Health Primary Care demonstrates an advanced level of clinical knowledge, communication and interdisciplinary collaboration, professionalism, and systems-based practice. He/she works with administrative, nursing, physician, and university faculty to assure safe, effective, quality patient care and to promote UW Health's educational and research missions. The Manager develops and manages relationships with key stakeholders across the system of care, collaborating closely to ensure strong performance.

In addition, this position provides direction and leadership to ensure UW Health meets the 'Quadruple Aim' of great patient care and improved population health within an efficient cost structure, while improving the work life of providers and staff. This individual is responsible for supervisory and administrative practices, human resources functions, clinical evaluation, role optimization, advocacy and education related to Behavioral Health practice and professional development, and direct service to patients in the applicable care model.

Approximately 80% of the Behavioral Health Manager position is devoted to administrative duties and 20% is devoted to maintaining a clinical practice.

MAJOR RESPONSIBILITIES

Staff Leadership/Management:

- Promote growth of Behavioral Health staff in areas of leadership, clinical excellence, patient-centered care, education, and organizational involvement to meet the identified goals and needs of the employee and organization.
- Monitor, support, and provide hands-on teaching to clinicians in their practice management to meet expectations for good patient care and ambulatory standards.
- Assess and monitor Behavioral Health Clinician engagement in their professional practice and patient care, participating in activities related to improving engagement, professional work-life balance, and work satisfaction.
- Works closely with Leads to address day-to-day site issues, ensure solid onboarding of new providers, and provide other support as needed.
- Provide annual performance reviews with input from key stakeholders.
- Manage hiring, disciplinary, and dismissal processes for direct reports.
- Provide training and guidance in promoting adherence to the Collaborative Care Model and other evidence-based practice.

Administrative Leadership:

- Lead and/or participate in initiatives to promote and grow Behavioral Health Services.
- Lead development and implementation of innovative care models as applicable.
- Build and oversee the training program for Collaborative Care.
- Ensure template standardization to support efficient practice and fidelity to the care model.
- Establish appropriate billing practices, including working with HR, Revenue Cycle, and other departments to support maximizing financial performance in multiple settings and licensure.
- Support development and utilization of new billing models to maximize reimbursement.
- Provide guidance on clinic budget inputs related to BHC expenses and works with Clinic Manager to monitor.

Clinical Practice:

- Screen patients utilizing identified tools for psycho-social issues as well as common mental health and substance abuse disorders.
- Provide patient education about common mental health and substance abuse disorders and available treatment options.
- Support and closely coordinate mental health care with the patient's primary care provider and, when appropriate, other treating providers.
- Monitor patients (in person or by telephone) for changes in clinical symptoms and treatment side effects or complications, and communicate any changes or issues to the rest of the treatment team.
- Support psychotropic medication management prescribed by Primary Care Providers (PCPs), focusing on treatment adherence, side effects and other complications, and effectiveness of treatment.
- Provide brief interventions using evidence-based techniques, such as Behavioral Activation, Motivational Interviewing, and brief (i.e., 10 visits or less) psychotherapy such as Cognitive Behavioral Therapy (CBT), Acceptance and Commitment Therapy (ACT), and Interpersonal Therapy appropriate for primary care settings.
- Facilitate patient engagement and follow-up in care.
- Track patient follow-up and clinical outcomes using the electronic medical record (EMR). Document in-person and telephone encounters in the EMR and use the system to identify and re-engage patients.

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- Ensure that each patient's rights are protected and that they are provided with appropriate interventions based on ability to participate, cultural concerns, and diagnostic impression.
- Maintain progress notes and other documentation required for the client medical record and utilization management within the timelines outlined by UW Health.
- Participate in quality initiatives and utilization review activities as requested.
- Provide basic support and/or facilitate referrals to Patient Resources and/or Complex Case Management for clinically indicated services outside of the primary care clinic (e.g., social services such as housing assistance, vocational rehabilitation, mental health specialty care, substance abuse treatment, etc.).
- Facilitate in-clinic or outside referrals to evidence-based behavioral health services as clinically indicated.

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

JOB REQUIREMENTS

Education	Minimum	Doctor of Philosophy (Ph.D.) or Psychology (Psy.D.) in Clinical Psychology or related field
	Preferred	
Work Experience	Minimum	Three (3) years of experience as a Mental Health Clinician on an outpatient basis in an Integrated Care setting
	Preferred	One (1) year of progressive relevant leadership experience One (1) year of experience working in a Collaborative Care model
Licenses & Certifications	Minimum	Relevant license and/or certification or license/certification eligible as a Mental Health provider as required in the State of Wisconsin (i.e., Psychologist, Licensed Professional Counselor-LPC, Licensed Clinical Social Worker-LCSW, Licensed Marriage and Family Therapist-LMFT)
	Preferred	
Required Skills, Knowledge, and Abilities		
<ul style="list-style-type: none"> • Demonstrated leadership abilities, including ability to create direction independently • Strong clinical knowledge and skills • Knowledge of Integrated Care practice models and an ability/willingness to learn and supervise to new models and modalities • Excellent verbal and written communication skills • Demonstrated ability to gather utilize, and disseminate use of data in guiding and supporting practice • Ability to create strong teams and effective cross-organizational partnerships • Ability to recognize and navigate organizational dynamics and systems adeptly • Ability to work across settings/physical sites • Ability and eagerness to learn necessary administrative and business components to support practice management, process improvement, hiring, and performance management • Able to work in less well-defined or structured situations and comfortable with ambiguity and change, while putting systems in place to support consistency and predictability • Demonstrated ability as a systems thinker and problem solver 		

AGE SPECIFIC COMPETENCY (Clinical jobs only)

Identify age-specific competencies for direct and indirect patient care providers who regularly assess, manage and treat patients.

Instructions: Indicate the age groups of patients served either by direct or indirect patient care by checking the appropriate boxes below. What boxes should be checked below? Since they are providing clinical care, this will need to be completed.

<input checked="" type="checkbox"/>	Infants (Birth – 11 months)	<input checked="" type="checkbox"/>	Adolescent (13 – 19 years)
<input checked="" type="checkbox"/>	Toddlers (1 – 3 years)	<input checked="" type="checkbox"/>	Young Adult (20 – 40 years)
<input checked="" type="checkbox"/>	Preschool (4 – 5 years)	<input checked="" type="checkbox"/>	Middle Adult (41 – 65 years)
<input checked="" type="checkbox"/>	School Age (6 – 12 years)	<input checked="" type="checkbox"/>	Older Adult (Over 65 years)

JOB FUNCTIONS

Review the employee's job description and identify each essential function that is performed differently based on the age group of the patient.

PHYSICAL REQUIREMENTS

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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
	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
X	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:				

Note: The purpose of this document is to describe the general nature and level of work performed by persons so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.