

## UW HEALTH JOB DESCRIPTION

### Manager Clinical Informatics and Education

Job Code: 331005	FLSA Status: Exempt	Mgt. Approval: B. Kohler	Date: March 2024
Department: Information Systems		HR Approval: M. Grayson	Date: March 2024

#### JOB SUMMARY

The Manager of Clinical Informatics and Education is responsible for advancing clinical care and improving patient outcomes through the effective integration and adoption of information systems and technologies that provide value to the care team and enable the strategic goals and objectives of UW Health. Working in close partnership with colleagues across the enterprise, the manager delivers and continuously enhances informatics and education services and programs.

As an informatics leader, the manager leads teams that are liaisons with the technology and analytics teams and clinical care teams, to provide the education and support needed to enable optimal use of information systems. The manager provides leadership and collaboration with clinical, operational, and technology stakeholders in the ideation, planning, design, education, implementation, stabilization, and ongoing evaluation and optimization of solutions. The manager effectively partners with operational colleagues to ensure successful organizational change management, adoption of solutions, and value realization.

The manager develops, grows, and mentors their team. The manager ensures that talent is developed per the priorities in the IS and Informatics talent roadmap, including skills and capabilities essential for innovation and growth. The manager leads by influence and example to develop a culture centered on respect, service, empowerment, and accountability.

The Manager Clinical Informatics and Education leads proficiency improvement in leadership, technical leadership, and domain-specific competencies. The manager develops and sustains consultative, trusted advisor relationships with stakeholders. The manager and their team contribute to a learning environment and a learning health system, across the missions of an academic medical system.

#### MAJOR RESPONSIBILITIES

- Recruit, grow, and retain a team of passionate, patient-focused professionals driving informatics, education, optimization, and adoption for healthcare applications and platforms.
- Develop leaders by growing capabilities and experience within your team in competencies including clear understanding of the “why” for technology-enabled initiatives, complex project management, organizational change readiness, organizational change management, and adoption.
- Develop and promote a highly collaborative, highly empowered, self-directed team culture.
- Ensure that all team members are constantly improving and working at the top of their skills and knowledge.
- Identify opportunities to build community across IS and operational areas, develop the guidelines needed for success, and lead organizational change to extend the influence of the team.
- Position UW Health as a highly regarded sought-out entity in the regional and national markets.
- Deliver the highest value of sustainable informatics, education, and optimization services and solutions across UW Health, affiliates, and partners, driving adoption of applications and platforms, improving ease of use, and enabling remarkable healthcare.
- Lead the adoption of solutions, including organizational change management, that delight our patients, care providers, and other colleagues across the health system, our affiliates, and partners.
- Lead education and optimization of technologies to provide new business capabilities, improve quality and safety, improve wellbeing, and simplify workflows. Provide insights and decision support to improve business practices and outcomes.
- Maintain a working knowledge of licensing, regulatory, and compliance factors related to clinical information system usage.
- Provide technical and educational leadership for assigned areas, teams, programs, and products.
- Independently develop and maintain trusted advisor relationships with business, clinical, and operations leaders at the senior leadership level and with external partners, that include guidance for optimizing use of capabilities and deliverables, and prioritization based on strategic vision.
- Manage large-scale and enterprise-wide initiatives, projects, and/or platforms.
- Play a role in product development and leadership where applicable.
- Lead improvement in agility within UW Health IS and across the organization.
- Lead improvement teams and projects within IS or at the organizational level.
- Lead the development and delivery of training relevant to the areas and teams you serve.
- Lead the team and model service behaviors and service standards. Ensure that service expectations are understood by the team. Promote and strengthen employee engagement and process improvement initiatives to assure service standards are met.

## UW HEALTH JOB DESCRIPTION

- Lead the culture of safety, respect, customer service, and continuous improvement across UW Health IS and the organization.
- Actively mentor and teach other colleagues by contributing experience and insight to the team and to UW Health.
- Serve as an effective financial steward, managing assigned budget, vendors, partners, and managed services.
- Serve, where applicable, as the business relationship manager, delivery team leader, product manager or owner, or program leader for assigned areas and initiatives.
- Be a role model for successful cross-functional team leadership and leading without direct authority.
- Lead improvement in the information security culture and practices, including regulatory awareness, privacy, and security.
- Maintain a connection to the workflows and practice of healthcare by actively participating in go-sees, rounding, shadowing, and observations of team members and clinical areas.
- Continuously develop knowledge and understanding of the overall landscape of health care including health care IT, emerging trends and technologies, and application of technology in the areas you serve.
- Support and encourage an environment of innovation and learning to ensure our team members grow their skills, remain current with relevant technologies, and maintain awareness of industry best practices.
- Ensure continuous curation and optimization of the education and training portfolio and platforms, including reduction of technical debt and retirement of out-of-date assets, exploring new technologies etc. to achieve efficiency and increase value delivered.
- Lead the ongoing commitment to improving system and platform reliability, and automation of repetitive processes to the largest extent possible.

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

### JOB REQUIREMENTS

Education	Minimum	<ul style="list-style-type: none"> <li>• Bachelor's degree in Healthcare, Health Administration, Education, Informatics, Information Technology, Business, or related field.</li> <li>• 4 years of relevant experience and education may be considered in lieu of degree.</li> </ul>
	Preferred	<ul style="list-style-type: none"> <li>• Master's degree in Healthcare, Health Administration, Education, Information Technology, Business, or related field strongly preferred.</li> </ul>
Work Experience	Minimum	<ul style="list-style-type: none"> <li>• Demonstrated success developing curricula and delivering education that supports adult learning needs and/or optimizes use of IT for medium to large-scale solutions.</li> <li>• Demonstrated success leading without direct authority.</li> <li>• Demonstrated success influencing and supporting operational partners with organizational change management.</li> <li>• Demonstrated success leading the improvement of platforms, standards, and processes leading to increased operational excellence, elimination of waste, and reduced technical debt.</li> <li>• Demonstrated success teaching and mentoring.</li> <li>• Demonstrated success forming and sustaining collaborative, trusted-advisor relationships with stakeholders and IS colleagues.</li> </ul>
	Preferred	<ul style="list-style-type: none"> <li>• Demonstrated success balancing the delivery of projects and recurring operations, including some experience with product delivery.</li> <li>• Demonstrated success managing large budget initiatives or programs including internal resources, vendors, partners, and/or managed services.</li> <li>• Demonstrated success working on or leading initiatives that use agile methods.</li> <li>• Five (5) years progressive experience in informatics, education, training, and user support for software applications.</li> <li>• Two (2) years progressive leadership experience within healthcare IT or Informatics.</li> <li>• Experience in direct clinical care, health care operations, or health care administration.</li> <li>• Healthcare subject matter expertise including at least five (5) years' experience in a health system, academic medical center, or health payer organization.</li> </ul>
Licenses & Certifications	Minimum	<ul style="list-style-type: none"> <li>• None</li> </ul>
	Preferred	<ul style="list-style-type: none"> <li>• Membership in and certification from professional associations such as ACHE, AMIA, ANIA, HIMSS, PMI</li> <li>• Epic certification, Project Management, or other certifications as relevant for the position</li> </ul>

## UW HEALTH JOB DESCRIPTION

<p>Required Skills, Knowledge, and Abilities</p>	<p><u>Information Services (IS) Core Competencies:</u></p> <ul style="list-style-type: none"> <li>• Advanced proficiency in all elements of the following:             <ul style="list-style-type: none"> <li>○ Communication</li> <li>○ Critical thinking</li> </ul> </li> <li>• Developing advanced proficiency in all elements of the following:             <ul style="list-style-type: none"> <li>○ Leading highly empowered, self-directed teams</li> <li>○ Leading without direct authority</li> </ul> </li> <li>• Developing advanced proficiency in at least two and intermediate in remaining leadership competencies including leads with integrity, maintains strategic orientation, demonstrates business &amp; financial acumen, champions innovation, managing execution, and leading &amp; developing people</li> <li>• Intermediate proficiency in all and developing advanced in at least 1 of the following competencies:             <ul style="list-style-type: none"> <li>○ Mentoring and teaching</li> <li>○ Lean management</li> <li>○ Agile methodologies</li> </ul> </li> </ul> <p><u>Position Specific Competencies:</u></p> <ul style="list-style-type: none"> <li>• Advanced proficiency in at least two Informatics and Education competencies, including instructional design and curricula development, clinical knowledge, writing documentation and deliverables, customer service, subject matter expertise, systems analysis and design, software testing, training, adoption, and troubleshooting.</li> <li>• Developing advanced proficiency in project management</li> <li>• Developing advanced proficiency in technology awareness and strategic planning</li> <li>• Intermediate proficiency in business relationship management</li> <li>• Intermediate proficiency in product management</li> <li>• Intermediate proficiency in organizational change management</li> </ul> <p><u>Other required skills, knowledge, and abilities</u></p> <ul style="list-style-type: none"> <li>• Multiple successful domain level initiatives, with significant role in development and implementation</li> <li>• Consistent demonstrated success in data-driven change management - from data story to implementing change</li> <li>• Demonstrates professional maturity surrounding data access, data security, data sensitivity and data confidentiality</li> <li>• Ability to proactively engage others at all levels of the organization</li> <li>• Ability to lead a team</li> <li>• Ability to work in agile, iterative frameworks and coach others on agile mindset</li> </ul>
--	--

### 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
<b>X</b>	<b>Sedentary:</b> 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.	<b>Up to 10#</b>	<b>Negligible</b>	<b>Negligible</b>
	<b>Light:</b> 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.	<b>Up to 20#</b>	<b>Up to 10#</b> or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	<b>Negligible</b> or constant push/pull of items of negligible weight
	<b>Medium:</b> Ability to lift up to 50 pounds maximum with frequent lifting/and or carrying objects weighing up to 25 pounds.	<b>20-50#</b>	<b>10-25#</b>	<b>Negligible-10#</b>
	<b>Heavy:</b> Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	<b>50-100#</b>	<b>25-50#</b>	<b>10-20#</b>

## UW HEALTH JOB DESCRIPTION

	<b>Very Heavy:</b> Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	<b>Over 100#</b>	<b>Over 50#</b>	<b>Over 20#</b>
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 personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.