

UW HEALTH JOB DESCRIPTION

Manager, Digital Health IS Delivery

Job Code: 331019	FLSA Status: Exempt	Mgt. Approval: C. Goswami	Date: January 2021
Department: Information Services	HR Approval: N. Lazaro	Date: January 2021	

JOB SUMMARY

The Digital Health IS Delivery Manager is responsible for building a cross-functional team responsible for changing the way healthcare is delivered. The Manager's scope includes the leadership, implementation, support, and optimization of the technological products and services that comprise UW Health's digital health platform.

The Manager will function as an expert resource in digital health systems analysis and works with the telehealth operational manager to drive the team toward rapid deployments of innovative solutions.

MAJOR RESPONSIBILITIES

Digital Health Platform

- Works closely with the IS Director and telehealth operational manager in the development and optimization of the digital health program.
- Provides energetic, creative and innovative leadership to the digital health program and staff.
- Identifies and analyzes business opportunities for the telehealth service line both internally and externally. Assists Director in the design of program workflows, metrics and goals.
- Maintains vendor relationships, understands contracting principles, monitors contract adherence, and escalates outages.
- Maintains a working knowledge of operational workflows to better serve and troubleshoot for clients.
- Guides team to synthesize newly released application functionality and products to solve UW Health problems.

Manage Direct Reports

- Directly manages a team of individual contributors responsible for delivering the digital platform that supports patient care.
- Empowers the team to self-organize and determine the best way to deliver solutions. Serves team by clearing blockers and providing clear prioritization.

Customer Relationship

- Understand business needs and processes for digital health programs. Work with the appropriate leaders/team to ensure the applications support business needs.
- Monitor customer satisfaction with project execution and operational support. Identify opportunities and implements changes to drive service improvement.

Personal/Professional Development

- Attend and participate in national industry-wide conferences (e.g., HIMSS, ATA) and regional conferences and seminars. (e.g., UGM, Advisory Councils, WIEUG, PMI Development)
- Keep informed of the state-of-the-art in digital health offerings

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

JOB REQUIREMENTS

Education	Minimum	<ul style="list-style-type: none"> • Bachelor's Degree in Healthcare, Information Technology, Business, or related field
	Preferred	<ul style="list-style-type: none"> • Master's degree in Healthcare, Information Technology, Business, or related field strongly preferred.
Work Experience	Minimum	<ul style="list-style-type: none"> • Seven (7) years extensive experience in planning and implementing mid to large scale Information Technology programs. • Two (2) years supervisory or management experience.
	Preferred	<ul style="list-style-type: none"> • Ten (10) years of experience in planning and implementing mid to large scale Health Information Technology programs. • Extensive project management experience. • Five (5) years supervisory experience. • Experience in an academic medical center
Licenses & Certifications	Minimum	<ul style="list-style-type: none"> •
	Preferred	<ul style="list-style-type: none"> • CPHIMS, Agile.

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	<ul style="list-style-type: none"> • Various Epic Certifications – MyChart, Ambulatory, Inpatient, Cadence, Resolute.
Required Skills, Knowledge, and Abilities	<ul style="list-style-type: none"> • Excellent communication, problem-solving and organizational abilities. • Ability to work independently and be result-focused. • Demonstrates effective communication with senior management, clinical and operational customers, vendors, and external healthcare organizations. • Ability to work well with people from different disciplines with varying degrees of technical experience. • Ability to provide leadership, promote teamwork and drive innovation. • Ability to manage project implementation teams and individuals and monitors the deliverables of each team to ensure milestone and on-budget completion. • Demonstrates ability to mentor staff and assist them in attaining desired results based on individual goals and objectives. • Ability to effectively manage change.

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#
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.