

# UW HEALTH POSITION DESCRIPTION

## MANAGER, HEALTHLINK AMBULATORY OPERATIONS

Job Code: 331014      FLSA Status: Exempt      Mgt. Approval: B. Malchetske      Date: December 2022

Department: Clinics – Ambulatory Access      HR Approval: B. Haak      Date: December 2022

### POSITION SUMMARY

The Manager of Health Link Ambulatory Operations is responsible for providing operational oversight of the Operational Ambulatory HealthLink (EPIC) Analysts who are responsible for workflow development, implementation and optimization functions and the impact of these in ambulatory settings. The Manager is responsible for leading various operational improvements and workflow decision-making processes, monitoring and maintaining processes, fostering the delivery of remarkable patient care. The Manager is accountable for meeting departmental and organizational goals that strive for optimal standardization and the highest quality of patient care. This position requires the ability to lead with influence in parts of the organization not under direct authority.

The Manager of Health Link Ambulatory Operations serves as liaison and project facilitator between Information Services, Clinical Operations and Quality & Patient Safety as well as other teams across the UW Health Enterprise to conduct current state clinical/business process analysis, needs assessments, and preliminary cost/benefits analysis. This position is also responsible for leading any number of components relating to an assigned project including needs analysis, definition of requirements, Health Link task prioritization, testing, preparation for training new functionality, post installation follow-up, and maintenance. This role functions under the general direction of the Director of Ambulatory Patient Journey and Performance and supervises Operations Analysts on assigned projects.

### MAJOR RESPONSIBILITIES

1. Serve as a primary partner with IS counterparts on the Health Link Operations team for any clinical information related system (primarily EHR but may also involve other systems that feed this).
2. Take appropriate actions to fully comprehend users at clinical, staff, management and executive levels regarding perceived needs and processes.
3. In conjunction with Medical Informatics and Operational Leadership, work with clinicians (physicians, APPs, RN, LPN, MA, others) to understand all aspects of proposed care processes and models including HealthLink workflows to improve the practice environment and quality of care.
4. Embrace and support the organic tension and balance created by the strong desire for UW Health to promote and support site level innovation using designated improvement processes, while also progressing toward an increasingly standardized use of the Health Link system to ensure safe, high quality, more efficient patient care.
5. Lead and support Managers, Lead Physicians, Clinic Dyads, Improvement Advisors, and site Super Users in their learning and understanding of Health Link functionality/limitations and associated organizationally approved workflows. Assesses for, and communicates when appropriate, EPIC future development opportunities that can solve operational pain points or improve the flow when using Health Link.
6. Identify and gain buy-in from all stakeholders through strong communication to realize sustainable change-including any necessary navigation for additional support.
7. Support and articulate the UW Health organizational spread strategy, the diffusion of innovations that are not the focus of current implementation efforts, and the rationale for not being able to diffuse/spread other innovative ideas for reasons that include but are not limited to Compliance, HIPAA, Meaningful Use, TJC, ACO/PCMH standards, etc.
8. Demonstrate rapport and trust building skills such that end users understand rationale when their requests cannot be approved.
9. In coordination with the Director, and in alignment with the Health Link Ambulatory Operations team, develop/support clinical system work-flow implementation and optimization plans. Responsible for leading the discussions and decision-making processes, monitoring and maintaining of operational workflows to foster the delivery of remarkable patient care.
10. Manage escalated issues as needed to ensure consistency across clinic operations, and the protection of clinical time/efforts. Further escalate issues, as appropriate using governance processes.
11. Ensure that end user current state documentation and optimization meetings at the clinics or meetings related to pertinent clinical process workflows associated with ambulatory initiatives are effective. Assign the development and documentation of new/revised workflows for approval by clinic operations and the Health Link team, as well as any needed stakeholders.
12. Work with primary, specialty, ancillary and clinical support departments to review and/or develop necessary health record and process documentation for use with the clinic system.
13. Identify necessary Delegation Protocols and make connections as appropriate.

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14. Work in collaboration with the entire HL Operations team as requested regarding the development, implementation, configuration, facilitation and/or training and support for both commercial and in-house developed systems.
15. Provide operational support and provide input on training content. Plan for and support ongoing maintenance of Health Link releases as directed. The quarterly updates require review of release notes to assess impact with current state use and to assist with plan for change.
16. Assist with completion and representation of workflow change requests as appropriate.
17. Develop and maintain activity logs and project plans as requested using Service Now or appropriate substitute to provide mechanism to manage project timelines, resources and change and to generate uniform project reports for communication to interested parties.
18. Support development of system documentation, operational guidelines and/or policies and procedures related to projects.
19. Coordinate post-implementation review of project goals, outstanding questions or issues and work with operational leaders as requested to help sustain goals (i.e. analysis to help ensure that project delivered savings or improvement that was projected).
20. Assist providers in maximizing use of already implemented Health Link functionality (end user optimization) and approved operational workflows to increase efficiency.
21. Adhere and uphold the UWH Mission, Vision, and Values and UW Health Service and Performance Standards.

### Staffing:

22. Direct and evaluate the department's work force in terms of overall staffing and scheduling using demand management with the overall Health Link Ambulatory Operations portfolio.
23. Delegate authority to analyst staff at the appropriate times.
24. Recruit staff members who are in congruence with service excellence and quality patient care.
25. Develop sustainable workflows in conjunction with specialty and patient care needs.
26. Oversee the completion/monitoring of staff competencies regarding workflows as needed.
27. Include staff and providers in planning, decision making, facilitating and workflow improvement.
28. Promote annual reviews that foster mutual goal setting and feedback performance.
29. Engage in ongoing feedback to the effectiveness of staff members in their roles.

### Controlling/Financial:

30. Understands business implications of decisions.
31. Works within an approved budget.
32. Conserves and optimizes organizational resources.
33. Ability to analyze and budget dollars and human capital for future needs.

### Practice Management/Quality:

34. Looks for ways to improve and promote quality.
35. Develop workable project plans that include key action items, responsible parties and timetables.
36. Uses system thinking concepts to determine opportunities for improvement.
37. Implement and oversee organizational policies and workflows.
38. Identifies and resolves problems in a timely manner.
39. Collects and researches data needed to measure success of the team and it's work
40. Design workflows and procedures that optimize the scope of each role.

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

### POSITION REQUIREMENTS

Education	Minimum	Bachelor's degree in Nursing, Biology or other medical discipline, Business Administration, Project Management or other related field
	Preferred	Master's degree in Nursing, Healthcare Administration or Business highly desirable
Work Experience	Minimum	<ul style="list-style-type: none"> <li>• Four (4) years of experience in health care operations management, ambulatory clinical systems analysis, project management and/or implementation</li> <li>• Experience with clinical systems development/implementation is required (ambulatory EHR a plus)</li> </ul>

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	Preferred	<ul style="list-style-type: none"> <li>Additional 3-5 years of experience in clinical systems analysis, workflow analysis and/or direct ambulatory health care delivery or management strongly desired</li> <li>Experience with Epic strongly preferred</li> </ul>
Licenses & Certifications	Minimum	
	Preferred	<ul style="list-style-type: none"> <li>Epic certification strongly preferred</li> <li>Clinical Informatics certification</li> </ul>
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> <li>Proficiency with MS Word and Excel</li> <li>Ability to quickly assimilate, assesses, and act upon new concepts, trends, and initiatives.</li> <li>Proficient with organizational and professional interrelationships, conflict resolution, and change concepts.</li> <li>Ability to think systemically and understand the implications of policies and practices</li> <li>Effective oral and written communication and human relation skills required –communicate and work with diverse constituencies, develop rapport with people at all levels of the organization, clearly communicate goals, objectives and progress</li> <li>Effective analytical ability in order to develop and analyze options, recommend solutions to and solve complex problems and issues</li> <li>Must be able to work independently and prioritize workload to complete projects with minimal direction</li> <li>Ability to direct the workload of others and develop their competencies and talents</li> <li>Ability to clearly communicate technical and/or complex concepts or topics to a lay person</li> <li>Ability to acquire and assimilate new knowledge and skills quickly</li> <li>Ability to work independently and self-motivate in pursuit of broad objectives</li> <li>Ability to lead an implementation project</li> <li>Valid State of Wisconsin driver's license required. Must be willing to travel for meetings</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 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.	<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>

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	<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:	•			

**Work/Environmental:** Moderate noise level consistent with an office environment.

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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.