

UW HEALTH JOB DESCRIPTION

Manager, Home Based Primary Care			
Job Code: 803007	FLSA Status: Exempt	Mgt. Approval: M. McGowan	Date: December 2023
Department: Home-Based Primary Care		HR Approval: M. Grayson	Date: December 2023
JOB SUMMARY			
<p>The Manager for Home Based Primary Care is responsible for the leadership of operational, financial, programmatic, and personnel activities for assigned program(s) to support primary care, population health programing, and care model implementation. The position provides direction and leadership to ensure UW Health meets the “Quintuple Aim” of high-quality patient care and improved population health within an effective cost structure and with provider and employee satisfaction. This position has primary responsibility for designing, implementing, managing, and evaluating the UW Health Home Based Primary Care program and its interdisciplinary staff.</p> <p>The manager is accountable for day-to-day operations, budgeting, financial management, and human resource management. The incumbent is knowledgeable in evidence-based strategies to address the health of populations and to assess program outcomes, cost effectiveness, and patient/family satisfaction. This position utilizes problem solving techniques, process improvement, and team development to ensure high quality patient outcomes, an excellent patient experience, and caregiver satisfaction. This position will work closely with internal and external stakeholders including, but not limited to dyad partners in Home-Based Primary Care, Population Health leadership, UW Health ambulatory operations, UW Health Care Direct, and community partners.</p>			
MAJOR RESPONSIBILITIES			
<ul style="list-style-type: none"> • Ensure program activities are coordinated, aligned, and sequenced with other organizational or local strategic objectives and/or other improvement activities. • Lead the implementation and monitoring of designated program standards and outcomes to identify opportunities for program improvement and ensure program effectiveness. • Collaborate to build and maintain accurate, complete, and current program documentation tools in the electronic medical record (EMR). • Collaborate with stakeholders about operational activities, resolution of problems, and improvement in ambulatory, home-based, and program operations. • Collect and research data and support the use of data in process improvement and optimal flow across the continuum of care. • Lead the day-to-day operation and coordination of program. • Analyze clinical practice and identify opportunities to increase quality, safety, effectiveness, and efficiency. Identify clinical indicators to measure, evaluate, and improve care. • Assure compliance with applicable ambulatory service standards and accreditations. • Initiate the development and revision of policies and procedures specific to the program of care. • Supervise registered nurses and other healthcare providers who deliver care as assigned. • Organize and lead the delivery of interdisciplinary care for designated patient care areas. • Direct and evaluate the department’s workforce in terms of overall staffing and scheduling. • Develop staffing models in conjunction with patient care needs. • Identify and establish clinical learning opportunities for students in various health care disciplines. Monitor student performance in conjunction with nursing, medical, and other faculty. • Prepare operating budgets, including volume projections and expense and revenue estimates. Analyze and monitor actual budget performance and address variances. • Institute necessary modifications to procedures and department resource commitments as financial changes dictate. 			
ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED CONSISTENT WITH THE UW HEALTH PERFORMANCE STANDARDS.			
JOB REQUIREMENTS			
Education	Minimum	Bachelor of Science – Nursing (BSN)	
	Preferred	MSN, DNP, or PhD in Nursing or health care related field	
Work Experience	Minimum	Three (3) years of clinical experience with knowledge of health care systems	
	Preferred	Progressive experience in clinical program development and management	

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Licenses & Certifications	Minimum	Wisconsin state RN licensure CPR certification
	Preferred	Certification in area of specialty or eligibility for certification
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> Program planning, development, implementation, monitoring, and evaluation Systems thinking to enhance care across all areas Experience leading change in healthcare Excellent interpersonal communication, problem solving, and conflict resolution skills Possession of analytical decision-making skills necessary to quickly assess and resolve complex logistical, technical, and patient care problems and issues. Ability to train, motivate, and supervise staff Ability to address and manage conflict in a direct and professional manner Ability to build collaborative relationships across the system High emotional intelligence as evidenced by ability to evaluate/perceive a situation from multiple lenses and understand various perspectives in coming to problem resolution Ability to work independently and prioritize workload to complete projects with minimal direction Demonstrated ability to facilitate meetings, negotiate with, and influence others. Advanced communication skills: visual and oral presentation development, ability to create and present reports and proposals related to details of the program including workflows, case load, intervention, outcomes, etc. Ability to manage a variety of complex issues while continuing to advance important work efforts at the local level Experience in process improvement and quality improvement principles Knowledge of population health management concepts Ability to learn computer and application skills as applicable to role Ability to logically organize concepts and detailed work Comfortable accepting responsibility for medium to large scale projects involving multiple resources and spanning many months from start to finish.

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. Next,

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

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	Up to 10#	Negligible	Negligible

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	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.			
	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:			

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.