

UW HEALTH JOB DESCRIPTION

Manager, Regional Services

Job Code: 363001	FLSA Status: Exempt	Mgt. Approval: A. Henke	Date: August 2019
Department: Ambulatory Regional Services		HR Approval: J. Tokarski	Date: August 2019

JOB SUMMARY

Under the direction of the UW Health Ambulatory Regional Services leadership, the Regional Services Program Manager, using a high degree of professionalism, provides direct oversight for the planning, implementation and evaluation of each of regional clinical contracting model while ensuring alignment with applicable UW Health Ambulatory Service Standards. Contracted clinical services not only include on-site (office and outpatient) clinics, but also inpatient consults, remote read interpretations, medical directorships and an understanding of the hospital-based programs to assist in keeping the right care local.

This role works collaboratively and cross functionally with regional system senior and operational leaders outside of the Madison based service area including the SwedishAmerican enterprise.

The role works collaboratively and cross functionally across the Madison based site specific leaders as well as each of the academic departments, division faculty and the clinical and administrative staff to execute strategies, evaluate, implement and maintain operational efficiencies.

This position uses critical thinking and problem-solving skills to identify and address opportunities for improvement while promoting engagement of stakeholders in solution development. This position incorporates improvement processes in their daily work and responsible for the development and oversight of the Regional Services Coordinator role.

MAJOR RESPONSIBILITIES

Strategic Planning

Further analyze, implement and monitor operational performance metrics for new and existing regional services specialty clinics including discontinuing a non-strategic or underperforming clinic and present recommendations to the Regional Services Steering Committee.

- Collaborates with internal and external sources to assist in developing and implementing the collection of specialty service site specific data tracking tools (within &/or outside of HealthLink);
- Assist with analytical review and forecasting to measure the success of the clinic operations, schedules and visit activity while identifying opportunities for site and service growth, development of action plans, and budget forecasting tool including the development of dashboard metrics.

Infrastructure Development, Systems Design and Implementation

- Collaborates with UW Health finance and legal counsel to develop and maintain the fair market value templates used to create and develop contractual terms specific to the type of contract (Physician Service, Purchased Service, Remote Read, Medical Directorship, Clinical Co-Management, Telehealth, etc.) which support the continued growth and development of the Geographic Reach, Population Health, and Patient Experience strategic domains.
- Develop, implement and oversee the SwedishAmerican Regional Services program in conjunction with key stakeholders.
- Develop, implement and oversee technology used to administer the Regional Services Per Diem program, Regional Services budgets and variance reporting mechanisms.

Project Management

- Oversee and maintain strategic market initiatives as identified via the strategic planning process and specialty care redesign.
- Utilize UW Health Way tools and principles to define and manage project scope, document and monitor timeliness and deliverables and resolve risks and barriers.
- Manage effective open two-way communication with regional operational stakeholders using status reports and various data sources tailored to the audience.
- Continually evolve processes and tools utilized to effectively and timely manage all Regional Services contracts (rate reviews with appropriate increases, fair market value assessments for staff and space, etc.).
- Works collaboratively with UW Health regional marketing account representative to develop marketing materials and patient and referring physician communications related to regional clinic services.

Facilitation

- Lead group discussions at various levels related to clinical performance and applicable Ambulatory Service Standards

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- Coordinate and facilitate complex decision-making processes with multiple stakeholders to reach consensus while ensuring contractual terms are aligned.

Performance Improvement

- Format, interpret and distribute data to identified stakeholders using the UW Health Way tools on a routine basis and in alignment with contractual terms and conditions of participation
- Measure progress toward UW Health strategic initiatives

Continuous Learning and Personal Development

- Maintain current knowledge of trends and issues in health care and related fields
- Develop and maintain professional relationships with stakeholders and continuously seek to build new positive relationships.
- Continuously seek new learning opportunities pertaining to position.

Other

- May be called upon to participate in meetings and serve as the Ambulatory Regional Services leader's designee.
- Adhere and uphold the UW Health Mission, Vision, and Values, and UW Health Service and Performance Standards.
- Other duties and projects as assigned.

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

JOB REQUIREMENTS

Education	Minimum	Bachelor's degree in Business Administration or equivalent health care related field
	Preferred	Master's degree in Business Administration or equivalent health care related field
Work Experience	Minimum	5 years' experience in healthcare setting, preferable with clinic operations and program management experience
	Preferred	7 years' experience in healthcare setting, preferable w clinic operations and program management experience
Licenses & Certifications	Minimum	
	Preferred	
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> • Exceptional oral/written communication skills • Ability to independently research issues and make effective recommendations using critical thinking skills • Effective analytical ability to solve complex problems and issues • Excellent customer service skills and ability to work with a diverse group of people • Track record demonstrating ability to function independently and as a team member, and consistently deliver quality outcomes • General knowledge of the principles and practices of human resources management • Excellent organizational skills and attention to detail • Competent in MS Outlook, Word, Excel, and PowerPoint

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,

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

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PHYSICAL REQUIREMENTS			
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 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.	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#
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.