

## UW HEALTH JOB DESCRIPTION

### Outcomes Manager- Medicine

Job Code: 801008	FLSA Status: Exempt	Mgt. Approval: N. Leistner	Date: July 2022
Department: Nursing-Coordinated Care/93070		HR Approval: K. Fleming	Date: July 2022

### JOB SUMMARY

The Outcomes Manager is an advanced practice nurse who has well developed skills in the assessment and management of patients and families. The scope of practice includes assessment and management of high-risk, high-cost patients, multidisciplinary team leadership, program development, clinical outcomes measurement, clinical and fiscal variance analysis. The Outcomes Manager offers clinical consultation to all Coordinated Care staff and provides case management services within a clinical practice group for a select number of patients who meet high-risk screen indicators.

The Outcomes Manager has the authority and responsibility for providing leadership by delegating appropriately and providing supervision to case managers and inpatient social workers within their assigned clinical practice group. The Outcomes Manager uses knowledge of pathophysiology, pharmacology, and clinical care processes to identify opportunities to improve the quality of care, change practice and reduce costs. The Outcomes Manager uses clinical expertise and problem-solving skills in collaboration with physicians to achieve optimal clinical and resource outcomes within effective time frames.

The Outcomes Manager collaborates with the Medical Director for Utilization Management, the appropriate Clinical Directors, and the Manager of Social Work Services.

### MAJOR RESPONSIBILITIES

#### Leadership

- Collaborates with the case manager, social worker, clinical nurse manager, clinical director, and designated physicians to ensure the delivery of quality patient care for a population of patients and families across a clinical practice group.
- Serves as a resource to the case manager and social worker to integrate the patient/family into the health care continuum. This includes providing information on procuring of services, health promotion and counseling, disease prevention, health education and screening and community resource linkage.
- Provides leadership and direction to a clinical practice group consisting of case managers and social workers. Actively promotes the use of patient care conferences and family meetings to support discharge planning activities.
- Coordinates outcome variance analysis and reports aggregate data to multidisciplinary group for practice changes.
- Provides leadership to the education of staff and colleagues related to clinical practice in a managed care environment.
- Communicates daily with the case manager and designated physicians for patient care planning, discharge planning, and clinical outcome evaluation.
- Identifies and plans strategies to reduce length of stay and resource consumption within the case management population. Works in collaboration with the Case Management Medical Director, attending and resident physicians and other interdisciplinary health care providers.
- Provides leadership for population-based Intensive Outpatient Program (IOP) studies:
  - Assists in identifying clinical indicators to measure and evaluate quality care.
  - Works with team members to develop methodology and collect data.
  - Facilitates the use of findings to improve practice, reduce potential for patient complications and evaluate the clinical and fiscal outcomes of practice changes.
  - Conducts analysis of care process of outlier cases to modify future care processes.
- Provides direction to promote improvement in effectiveness of Case Management activities. Analyzes and evaluates effect of case management on quality outcomes, fiscal parameters, customer satisfaction, and system operations. Collects and analyzes patient care and fiscal data. Submits monthly reports relevant to the targeted case types and QI initiatives. Implements strategies to resolve system, performance and patient variances as evidenced by clinical outcomes, LOS, cost per case and satisfaction reports.
- Serves on hospital and departmental committees as requested.
- Participates in the development and revision of policies and procedures.

#### Management of Personnel

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- Manages human resource issues in a responsible, respectful, confidential, and fiscally responsible manner including recruitment, on-boarding, orientation, direction, supervision, performance evaluation, annual merit, and disciplinary action.
- Promotes the growth of staff in areas such as group process, decision making, and clinical skills by identifying strengths and weaknesses, goal setting, formal and informal learning and coaching.
- Directs and develops leadership and management skills by mentoring and role modeling.

### Clinical Case Management

- Assessment
  - Identifies high-risk screening criteria for patients within the clinical practice group.
  - Reviews the comprehensive patient/family assessment for the high-risk patient that has been referred by the clinical practice group's case manager and/or social worker.
  - Provides for ongoing assessment at regular intervals as required.
- Analysis
  - Critically evaluates and analyzes physical and psychosocial assessment data.
  - Differentiates between normal and abnormal physical findings and adaptive and maladaptive behavior.
  - Evaluates developmental status and mental status and utilizes data to modify plan of care.
  - Interprets screening and selective laboratory/diagnostic tests.
- Care Planning
  - Initiates and maintains communication and collaboration with case managers, social workers, physicians, care team leaders, staff nurses, other care giving disciplines and patients/families to develop, implement, and evaluate a plan of care for high risk patients that have been referred within the assigned clinical service. Acts as a clinical consultant specific to area of expertise.
  - Advocates for the patient and family throughout the entire episode of care. Maintains availability to the patient/family as a resource to facilitate communication among providers and to monitor services rendered. Remains involved until the planned level of functional health is achieved by the patient or closure criteria are met.
- Intervention
  - Provides patient and family education and counseling about existing health problem and related care.
  - Acts as a clinical expert resource to case managers and social workers in planning and implementing comprehensive care.
  - Utilizes financial and insurance resources of the patients to maximize the health care benefit to the patient.
  - Develops a plan of continuing care when discharge outcomes are not met.
  - Works with the case manager, clinical nurse manager, and care team leaders to ensure that patient data is communicated and recorded on critical pathways by all team members.
  - Intensively case manages care for patients who are at risk for not meeting expected clinical and length of stay outcomes.
- Evaluation
  - Monitors the achievement of clinical outcomes and communicates with the case manager, physician and staff regarding unanticipated variances and assists the staff as necessary to modify the plan of care.
  - Arranges referrals for patients with health problems requiring further evaluation and/or additional services.
  - Advocates for patients and families within the health care system.
  - Participates in peer review of clinical practice.
  - Navigates patients through the health care system based on individual and patient population needs.
  - Meets individual goals set during annual performance review. Establishes an ongoing work plan with quarterly updates.

### Education

- Formulates, implements and evaluates strategies for specialized staff education. Provides or coordinates education related to patient care, case management and/or clinical guidelines specific to designated service area.
- Serves as adjunct faculty in the UW School of nursing and other academic and allied health programs.
- Participates in the orientation of new department staff.
- Utilizes consultants as appropriate to assist with program development, staff education related to coordinated care and clinical issues.
- Provides learning opportunities for students in various health care disciplines.
- Develops, implements, and evaluates comprehensive patient education programs that assure quality and appropriateness of care across settings (i.e. inpatient, ambulatory, and home).

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- Supports the UW Health outreach mission through consultation and/or education of community agencies as requested through the Department of Coordinated Care and Case Management.
- Presents at the local, state or national level.
- Promotes the development of professional case management by publishing articles in professional journals.

### Research

- Evaluates multidisciplinary research for applicability and integrate findings to improve patient care.
- Utilizes the results of quality improvement studies to identify issues and define clinical research activities.
- Participates in clinical research.

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

### JOB REQUIREMENTS

Education	Minimum	Bachelor of Science—Nursing (BSN)
	Preferred	Master's degree in Nursing, Healthcare Administration, Business Administration, or related field
Work Experience	Minimum	Three (3) years relevant clinical nursing experience Equivalent combination of additional education and experience will be considered
	Preferred	Previous supervisory or leadership experience
Licenses & Certifications	Minimum	RN licensed in the State of Wisconsin.
	Preferred	Certification as a case manager
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> <li>• Experience in program development and evaluation.</li> <li>• Excellent interpersonal communication, problem-solving, and conflict resolution skills.</li> <li>• Computer skills in word processing, data base management, and spreadsheet desirable.</li> <li>• Demonstrates ability for complex clinical decision making.</li> <li>• Demonstrates the ability to work independently within their scope of practice to achieve clinical outcomes.</li> </ul>

### 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 checked="" type="checkbox"/>	Infants (Birth – 11 months)	<input checked="" type="checkbox"/>	Adolescent (13 – 19 years)
<input checked="" type="checkbox"/>	Toddlers (1 – 3 years)	<input checked="" type="checkbox"/>	Young Adult (20 – 40 years)
<input checked="" type="checkbox"/>	Preschool (4 – 5 years)	<input checked="" type="checkbox"/>	Middle Adult (41 – 65 years)
<input checked="" type="checkbox"/>	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
<input checked="" type="checkbox"/>	<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.	Up to 10#	Negligible	Negligible
	<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	Up to 20#	Up to 10# or requires significant walking or standing, or requires	Negligible or constant push/pull of

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	amount, a job is in this category when it requires walking or standing to a significant degree.		pushing/pulling of arm/leg controls	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>
	<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>
<b>Other</b> - 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.