

## UW HEALTH JOB DESCRIPTION

### PROGRAM DIRECTOR, CLINICAL TECHNOLOGIES

Job Code: 331025	FLSA Status: Exempt	Mgt. Approval: J. Long	Date: December 2023
Department: Information Services		HR Approval: M. Grayson	Date: December 2023

#### JOB SUMMARY

The Program Director, Clinical Technologies is responsible for the direction and leadership of operational, financial, programmatic, and personnel activities for an assigned portfolio of transformational clinical technologies at UW Health. While the range of duties and responsibilities is broad and varied, the position's major responsibility is leading the evaluation, design, delivery, adoption, and sustainment for enterprise-wide clinical technology platforms. Priority initiatives will or may include enterprise imaging and archiving, medical devices, laboratory and pathology platforms, and similar technology platforms. Priority initiatives in the assigned portfolio will evolve over time aligned with UW Health strategies and key initiatives, including cloud migration where applicable. The ongoing delivery of clinical technologies includes day-to-day operations, long-term technology roadmap, financial management, and human resource management of the assigned programs.

The Program Director, Clinical Technologies works with closely with stakeholders across the system to ensure the effectiveness of the technologies and the coordination of the initiatives across UW Health, affiliates, regional partners, and UW-Madison SMPH clinical departments. The Program Director also works with leaders and stakeholders in IS, Informatics and across the enterprise on alignment and coordination of the enterprise clinical technologies.

#### MAJOR RESPONSIBILITIES

##### Technology Leadership

- Accountable for defining the UW Health Vision and multi-year plan for an assigned, evolving portfolio of enterprise-wide clinical technologies including evaluation, design, implementation, meaningful adoption, and operations.
- Accountable for ensuring that best practice standards are utilized for architecture, information security, data governance, data sharing, disaster recovery, and business continuity for technology platforms in the portfolio.
- Function as the institutional leader and expert of vendor-provided software capabilities, including familiarity with vendor product roadmaps.
- Maintain and communicate the UW Health technology roadmap and short-term timelines for the portfolio of clinical technologies.

##### Technical Program Leadership

- Accountable for the multiple clinical technology programs including meeting annual program goals, managing program metrics and deliverables, maintaining programmatic standards, and oversight of effective resource management.
- Establish and oversee the enterprise operating model of the technical programs including strong collaboration with clinical, operational, and administrative areas where the same technology is used in multiple areas and where the technology is being used in new areas.

##### Financial Management

- Establish business cases associated with the programs including definition of and ongoing measurement of financial objectives and metrics, cost-benefit analyses, and incorporation of total cost of ownership (TCO) of technology.
- Establish and manage the annual program budget including technology contracts and expenditures.
- Monitor and analyze financial data and utilizes for decisions regarding FTE's, staffing, technology investments, and program budget.

##### People Leadership

- Develop and create a multi-year talent strategy that includes current and future staff competencies with strategies.
- Accountable for the lifecycle of talent, including assessing talent needs, talent acquisition, development, performance management, engagement, and retention.

##### IS and Informatics Division Leadership

- Accountable for forming, leading, and growing an enterprise community of practice, super-user community, or similar group aligned with areas of expertise.
- Lead one or more significant division-wide improvement initiatives.

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

### JOB REQUIREMENTS

Education	Minimum	Bachelor's degree in Healthcare, Information Technology, Business, or related field 4 years of relevant experience may be considered in lieu of degree
	Preferred	Master's degree in Healthcare, Information Technology, Business, or related field strongly preferred
Work Experience	Minimum	<ul style="list-style-type: none"> <li>• Demonstrated success leading the design, development, configuration, support, and adoption of large and enterprise technical programs.</li> <li>• Demonstrated success driving significant enterprise-wide organizational change management, in collaboration with operational partners.</li> <li>• Demonstrated success driving the adoption of IT technologies resulting in significant realized value.</li> </ul>
	Preferred	<ul style="list-style-type: none"> <li>• Demonstrated success managing vendors, partners, and/or managed services.</li> <li>• Demonstrated success growing own versatility as a leader, successfully supporting areas and teams that were at the time outside area(s) of expertise.</li> <li>• Demonstrated success supporting both on-premise and cloud-based enterprise clinical technology platforms.</li> <li>• Ten (10) years of progressive experience in IS or Informatics project, product, and solution delivery.</li> <li>• Seven (7) years of progressive leadership experience in large scale applications, analytics, clinical care, or clinical or business operations.</li> <li>• Five (5) years of experience in direct clinical care, health care operations, or health care administration.</li> <li>• Healthcare and/or healthcare information technology subject matter expertise in large health system(s) including academic health systems.</li> <li>•</li> </ul>
Licenses & Certifications	Minimum	None
	Preferred	<ul style="list-style-type: none"> <li>• Membership in and certification from professional associations such as ACHE, AMIA, HIMMS, PMI</li> </ul>
Required Skills, Knowledge, and Abilities		<p><u>IS Core Competencies</u></p> <ul style="list-style-type: none"> <li>• Advanced proficiency in all of the following:               <ul style="list-style-type: none"> <li>○ Communication</li> <li>○ Critical thinking</li> <li>○ Leadership including leads with integrity, maintains strategic orientation, demonstrates business &amp; financial acumen, champions innovation, manages execution, leading &amp; developing people</li> <li>○ Mentoring and teaching</li> <li>○ Technical leadership</li> </ul> </li> <li>• Developing advanced proficiency in all of the following               <ul style="list-style-type: none"> <li>○ Leading without direct authority</li> <li>○ Leading highly empowered and self-directed teams</li> <li>○ Lean management</li> <li>○ Agile methodologies</li> </ul> </li> </ul> <p><u>Position Specific Competencies</u></p> <ul style="list-style-type: none"> <li>• Advanced proficiency in at least 4 application competencies</li> <li>• Developing advanced proficiency in at least 3 of the following and intermediate proficiency in the remaining competencies:               <ul style="list-style-type: none"> <li>○ Technical Program management</li> <li>○ Technology awareness and strategic planning</li> <li>○ Project management</li> <li>○ Organizational change management</li> <li>○ Business relationship management</li> <li>○ Product management</li> </ul> </li> </ul>

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### Other Required Skills, Knowledge, and Abilities

- Excellent communication and interpersonal skills to include the ability to negotiate and resolve conflicts and build teams
- Demonstrated creativity and flexibility
- Ability to operate in high-pressure situations
- Demonstrated innovative approach to problem resolution
- Ability to work collaboratively across UW Health entities and disciplines
- Demonstrated commitment to patient- and family centered care
- Broad knowledge of modern health care administration practices and principles within a managed care environment and/or an academic medical center
- Effective analytical ability in order to develop and analyze options, recommend solutions to, and solve complex problems and issues
- Demonstrated effective managerial and administrative leadership of clinical operations
- Knowledge of principles and techniques used in negotiation as applied to service contracts and equipment purchasing.
- Effective organizational, planning, and project management abilities.
- Experience in financial and programmatic presentations.
- Ability to function independently and deal with multiple, simultaneous projects.
- Ability to recognize personal strengths and weaknesses and develop goals for professional growth and achievement.
- Ability to demonstrate a commitment to quality and excellence.
- Effective leadership abilities:
  - Ability to implement change in a positive, sensitive, and forward- thinking manner
  - Planning and problem solving
  - Developing goals and objectives, and establishing priorities
  - Inspires confidence, appropriate risk taking, and achievement of high standards
  - Self-starter with a willingness to try new ideas
  - Positive, can-do attitude coupled with a sense of urgency
  - Good judgment and ability to act decisively at the right time
  - Ability to persuade others and develop consensus
  - Effective communication skills both in written and verbal presentation with a communication style that is open and foster trust, credibility, and understanding
  - Ability to effect collaborative and promote teamwork
  - Ability to ensure a high level of customer satisfaction including employees, patients, visitors, faculty, referring physicians, and external stakeholders Ability to create win/win solutions and relationships

### 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 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.	<b>Up to 10#</b>	<b>Negligible</b>	<b>Negligible</b>

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	Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.			
	<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>
	<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.