

UW HEALTH JOB DESCRIPTION

Program Director, Women's Complex Care

Job Code: 541007

FLSA Status: Exempt

Mgt. Approval: T. Neely

Date: January 2022

Department: Ambulatory Operations

HR Approval: J. Olson

Date: January 2022

JOB SUMMARY

In collaboration with ambulatory operational leadership, specialty clinic management teams, and physician partners, the Program Director provides strategic leadership, program development, implementation, and evaluation for women's complex care clinical programs at UW Health. The Program Director will analyze current and future trends and growth opportunities to implement prioritized distinctive clinical programs with patient outcomes that are recognized locally, regionally, and nationally. These programs may include but are not limited to:

- Women's Pelvic Wellness
- Endometriosis-Fibroids
- Oncology (including GynOnc)
- Sexual health
- Pelvic Pain

The Program Director works closely with a variety of stakeholders to optimize the clinical care delivery system to efficiently deliver Women's Complex Care and to ensure the service line is proactive in adopting changes as appropriate to maintain clinical excellence, financial performance, future growth, and recognition as a market leader. In alignment with the organization's mission and strategic vision, the Program Director facilitates the development and management of efforts to improve patient access to care and care coordination, advancing women's health care amid a changing reimbursement climate. In addition, the Program Director partners with faculty and providers on the development of fellowship programs and growth of clinical trial participation to increase regional and national notoriety for complex women's health care management.

MAJOR RESPONSIBILITIES

Program Leader

The Program Director plays a primary role in the assessment of programmatic needs and the preparation and implementation of program activities and initiatives. The Program Director takes leadership of various projects within the service line with responsibility for clarifying the project scope, facilitating the project, providing updates of project progress to leadership, and reporting outcomes of the project. The Program Director:

- Formulates objectives, goals, and strategies and collaboratively assesses new opportunities and develops actionable tactical plans to meet growth and programmatic objectives
- Evaluates the progress of new programs or services by benchmarking best practices in both the clinical and academic arenas and identifying measurable outcomes for best practices
- Remains current of new trends and best practices and incorporates accordingly
- Ensures programs meet regulatory requirements where applicable
- Assesses and recommends whether the organization should pursue and/or maintain non-required program accreditations/certifications and may provide ownership of pursued accreditations/certifications.
- Prepares and delivers reports to leadership outlining progress towards meeting volume, financial, quality, safety, patient experience, and market share goals
- Works with clinical operational leaders to evaluate workflows and roles to ensure/improve efficiency and interdisciplinary collaboration within programs
- Engages with clinical and administrative partners to advance the strategic plan for Women's Complex Care
- Leads partnerships throughout the organization and externally to ensure continued growth and innovation in women's complex care
- Effectively executes the Strategic Plan and captures market share growth targets supporting Smart Growth initiatives

UW HEALTH JOB DESCRIPTION

Administrative Leader

As a non-operational leader, the Program Director will work in a dyad structure with the Medical Director of Women's Complex Care. The dyad leaders will collaborate with Program Directors, Clinic Managers, aligned Ambulatory Operations Directors, and senior leaders to ensure Women's Complex Care is meeting organizational and strategic objectives within the identified program areas, including the following accountabilities:

- Promotes delivery of high-quality patient-and family-centered care
- Ensures the delivery of exemplary customer service throughout the program, making recommendations for process improvements where necessary
- Develops and maintains quality improvement plans for specified programs
- Tracks and reports quality metrics to operational and physician leaders with ownership of specified programs
- Manages complex interdepartmental and interdisciplinary relationships to maximize collaboration across the service line and integrated UW Health
- Effectively prepares meeting charters and agendas, facilitates meetings, and distributes minutes to promote excellent communication and accountability
- Works with Marketing and Public Affairs to develop, implement, and monitor effective strategies
- Works with Patient Resources/Patient Relations to ensure patient-family involvement where appropriate
- Works with Ambulatory Operations leadership, Nursing and Patient Care Services, and other appropriate departments to develop comprehensive patient education materials/programs to improve patient experience as well as outcomes (e.g., reduce readmissions, reduce hospital acquired infections, improve HCAHPS ratings, etc.)

Financial Manager

In collaboration with the Ambulatory Operations Specialty Care leadership team, the Program Director monitors Women's Complex Care programs' financial performance and anticipates and plans for ongoing financial success:

- Actively seeks opportunities for sustained positive financial outcomes of Women's Complex Care programs
- Helps establish realistic and actionable financial goals
- Benchmarks program financial performance with similar academic medical centers where data is available
- Identifies process improvement and efficiency enhancement projects that will result in additional revenue streams and/or support reducing costs of care or cost avoidance

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

JOB REQUIREMENTS

Education	Minimum	Master's degree in a relevant subject area such as a clinical discipline, Healthcare Management, Business Administration, or other related field
	Preferred	
Work Experience	Minimum	Five (5) years of relevant experience in the management of health care programs and/or ambulatory services
	Preferred	Has held an administrative position in a large academic or complex health program that included program development, strategic planning, and/or portfolio management services
Licenses & Certifications	Minimum	
	Preferred	
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> • Excellent communication and interpersonal skills • Effective organizational, planning, and project management abilities • Clinical experience and/or knowledge of women's health, complex women's health care conditions, treatments, and patient populations

UW HEALTH JOB DESCRIPTION

	<ul style="list-style-type: none"> • Ability to work collaboratively across service line and UW Health entities and disciplines • Demonstrated commitment to patient- and family centered care • Effective ability to paint a vision for the future but also attentive to details in effectuating the vision • Demonstrated innovative approach to problem resolution • Demonstrated knowledge of principles of quality improvement (system, process, and outcomes) and techniques to drive quality improvement • Broad knowledge of modern health care administration practices and principles within a complex health system and/or an academic medical center • Effective analytical ability to develop and analyze options, recommend solutions to, and solve complex problems • Experience in financial and programmatic presentations • Ability to function independently and manage multiple simultaneous projects • Ability to recognize personal strengths and areas for improvement and develop goals for professional growth and achievement • Effective ability to develop goals and objectives and establish priorities • Self-starter with a willingness to try new ideas • Positive, can-do attitude • Good judgment and ability to act decisively at the right time • Effective communication skills both in written and verbal presentation with a communication style that is open and fosters trust, credibility, and understanding • Ability to ensure a high level of customer satisfaction including employees, patients, visitors, faculty, physicians, and external stakeholders • Ability to create win/win solutions and relationships • Articulates and presents data and information in a clear and concise manner for review and discussion among Ambulatory Operations leadership
--	---

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 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:				

UW HEALTH JOB DESCRIPTION

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.