

UW HEALTH JOB DESCRIPTION

RADIOLOGY MANAGER

Job Code: 501001	FLSA Status: Exempt	Mgt. Approval: G. Greenwood	Date: September 2019
Department: Radiology		HR Approval: J. Tokarski	Date: September 2019

JOB SUMMARY

Under the general direction of the Director of Radiology/Medical Imaging, the Radiology Manager leads and manages the operational activities for assigned sections/modalities, locations and support areas. While the range of duties and responsibilities is broad and varied, the position's major responsibilities are managing all day-to-day operations including the delivery of care, human resource management, capital and operational budgeting, equipment oversight, financial management, and performance improvement activities.

The Manager is a positive, effective member of the Radiology/Medical Imaging management team, fostering a customer/patient focused perspective and ensuring a strong commitment to organizational service standards. The individual maintains collaborative multi-disciplinary relationships within and outside of the organization.

The individual participates as an important member of the Department's management team to address and resolve broad management/administrative issues such as planning for future programs and services, procedure coding and revenue capture, cost monitoring and control, patient scheduling, patient and staff safety, workflows, operational monitoring, regulatory compliance, public relations and the overall timeliness and quality of services provided to customers in assigned sections and across the Department. The Manager consults and collaborates with other members of UW Health leadership to ensure the effective integration of strategic objectives, performance management, quality and improvement and technological performance.

MAJOR RESPONSIBILITIES

Manage staff for assigned sections and develop training materials.

- Orient applicants and/or new employees on the overall job requirements, policies and work procedures.
- Interview and hire qualified job applicants.
- Counsel employees on unsatisfactory performance and/or work behavior.
- Responsible for staff retention, which includes ongoing staff monitoring and counseling employees at risk of ending their appointments.
- Administer formal disciplinary action, up to and including discharge.
- Prepare formal performance evaluations, discusses evaluations with employees, Medical Section Chief(s), and Director.
- Delegate work duties and responsibilities.
- Approve time off and work schedules to assure proper staff coverage.
- Maintain time records and submit proper information to the payroll department.
- Work in conjunction with Radiologist leaders and UW Health management and staff to develop materials used to teach the technological staff.
- Coordinate training of new staff technologists, maintain staff competency and coordinate the training necessary to keep technical staff current with the latest technological advances. Ensure completion of annual competencies. Maintain training records.
- Provide regular staff meetings and ensure written summaries are maintained.

Manage budget, billing and inventory

- Prepare the capital and operating budgets (revenue and expense) for assigned areas of responsibility.
- Analyze monthly operating and financial statements for areas of responsibility. Note variances in operating expense or revenue production, and determine actions to resolve variances when variances fall outside of limits of budget tolerance.
- Responsible to meet budgetary targets including operating costs and revenue production.
- Monitor flow of UW Health component patient charges and intervene as necessary to ensure timely, accurate and comprehensive flow of patient billing information.
- Participate in the selection and initiate purchase of major and minor capital equipment items.
- Responsible for acquiring, managing and ensuring optimal usage of consumable supply inventories for areas assigned.
- Work to reduce inventories and reduce costs through standardization and selection of lowest cost supplies consistent with acceptable levels of quality.
- Coordinate product selection process through active participation with assigned medical staff including participation on section product selection committee.
- Approve vendor invoices, or oversee staff performing the duty.

Manage day-to-day operations, programs and new program development

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- Review daily patient schedules for areas assigned.
- Check attendance status of technologists and other support staff.
- Ensure that staff are reassigned as necessary to provide proper coverage for anticipated workload.
- Develop optimal staffing models to meet operational needs and budgetary constraints.
- Contact patient care areas to follow up and respond to issues and concerns incurred within previous 24 hours.
- Interact with supervisors, lead workers, technologists, nurses, clerical support staff, radiologists, and others throughout the course of the day to address and resolve the many different issues that impact the provision of services.
- Work with Receptionist/Scheduler management to keep the daily work flowing smoothly and prevent excessive waiting times for appointments and in department waiting.
- Ensure that technologist staff updates patient waits and delays on an ongoing basis and keeps patients informed.
- In conjunction with Receptionist/Schedulers and Section/Modality leaders, monitor the scheduling access by determining priorities for performance of examinations considering patients conditions and examinations being requested.
- Determine procedural frequencies to ensure optimum productivity of equipment while still allowing sufficient time to complete examinations.
- Work with schedulers and Division/Modality Chief(s) to resolve scheduling problems and conflicts.
- Communicate with other departments and attend meetings as necessary to solve scheduling problems and improve turnaround time for procedures and reports.
- Responsible for reviewing benchmark data and making appropriate changes to improve sections performance.
- Initiate and make suggestions for new methods of service and service improvements.
- Run or request IS reports and records necessary for statistical information to document needed improvements.
- Lead multi-disciplinary teams on process improvements using structured UWHIN tools.
- Monitor and evaluate applications and quality of new equipment and software enhancements provided by outside manufacturers and internal program sources.
- Update and/or write new policies and procedures to support new programs, which are reviewed and approved by appropriate committees before implementation.
- Responsible for protocol development with appropriate documentation, updates and archiving.
- Manage or oversee the day-to-day physical space and systems in areas of responsibility.

Manage Section Safety and Ensure Regulatory Compliance

- Determine, write, implement and update patient and employee safety policies and/or standard operation procedures including guidelines and/or staff education on the use of the facility and equipment. Monitor effectiveness and redirect if indicated
- Work with the UW Health Risk Management and Safety to ensure that safety standards are being met and risks are being minimized.
- Ensure staff comply with safety and regulatory program requirements.
- Check status of imaging equipment function.
- Work with Clinical Engineering to schedule and oversee preventative maintenance on imaging systems to ensure all instrumentation is safe and in good working condition.
- Work with Medical Physicists and Electronic Technicians to resolve equipment malfunctions and to ensure that all regulatory requirements regarding equipment performance are met.
- Oversee performance of quality assurance and quality improvement activities of section including exam quality, image quality, equipment systems, etc. Assess documentation of problems encountered. Investigate and respond using an alternative process, staff education or referral to appropriate resource. Ensure appropriate documentation is completed and maintained.
- Responsible for the physical storage and security of materials and supplies.
- Responsible for accreditation in section including TJC, ACR, MQSA, NRC, DICOE, BICOE, etc.
- Committed to and perform the highest standards of patient safety.
- Demonstrate prescribed operating procedures to ensure the highest quality of patient care and service.

Other Responsibilities

- Monitor and share patient satisfaction feedback. Work with staff and radiologists to address negative feedback to improve patient experience and to improve scores within Department goals and budgets.
- Create a climate that inspires staff to be motivated and productive; promote professional growth for self and staff.
- Actively participate with the Director and radiologist leaders in program development and new construction or remodeling. Facilitate the rollout of them on time and within budget.
- Actively participate in meetings.
- Perform other duties as assigned.

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

JOB REQUIREMENTS

Education	Minimum	Graduate of a Radiology/Medical Imaging school
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	Preferred	Bachelor's or master's degree in in Business, Healthcare Administration, Physical Science, Biological Science, or other relevant field.
Work Experience	Minimum	Three (3) years health care operations supervisory experience or five (5) years of progressive relevant experience with demonstrated success and leadership skills.
	Preferred	Experience with an academic medical center or complex healthcare system.
Licenses & Certifications	Minimum	<ul style="list-style-type: none"> • Certification by appropriate Radiology/Medical Imaging body through American Registry of Radiologic Technologists (ARRT), American Registry for Diagnostic Medical Sonography (ARDMS), or Nuclear Medicine Technology Certification Board (NMTCB)
	Preferred	<ul style="list-style-type: none"> • Certified Radiology Administrator (CRA)

Required Skills, Knowledge, and Abilities	<ul style="list-style-type: none"> • Broad knowledge of health care administration, principles and practices within a managed care environment and/or an academic medical center. • Effective managerial, administrative and leadership abilities as applied to the management of operational programs. • Ability to implement change in a positive, sensitive and forward-thinking manner. • Ability to work effectively in a cross-functional team environment, interacting positively and productively with staff, physicians, other department managers and directors, and other organizational employees. • Ability to establish trust and credibility at all levels of the organization, effect collaborative alliances, and promote teamwork. • Experience with effectively managing resources and budgets. • Experience 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. • Ability to work independently and to use initiative and independent judgment. • Proven leadership, planning, critical thinking and problem-solving abilities. • 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 that fosters trust, credibility and understanding. • Effective analytical ability and organizational skills with attention to detail and prioritization. • Proficient working knowledge of computer software (or ability to learn quickly), such as Epic, Microsoft Office, budgeting and purchasing programs, as well as PACS. • Ability to insure a high level of customer satisfaction including employees, patients, visitors, faculty, referring physicians and external stakeholders. • Valid Wisconsin driver's license, or the ability to travel to/from off-site clinics.
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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.

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,	Up to 10#	Negligible	Negligible

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	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.			
	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:		<p>Physical Activity: Occasional standing and transporting with occasional sitting, balancing, stooping, crouching, twisting, reaching, lifting, pushing, pulling, fingering, grasping, feeling, talking-speaking clearly, hearing-conversation, seeing, corrected vision for near for sight, color vision, and depth perception.</p> <p>Work/Environmental: Possible exposure to blood borne pathogens, diseases, and cleaning/sterilization solutions.</p> <p>Personal/Physiological: Frequent interaction with and working around people, making judgements in emergency situations, directing the work of others, frequent changes in volume of work, intra-organizational and external communication, and additional education/seminars to keep abreast of current trends.</p>		

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.