

## UW HEALTH JOB DESCRIPTION

### RN CLINIC MANAGER

Job Code: 801002	FLSA Status: Exempt	Mgt. Approval: Multiple	Date: April 2023
Department: Multiple		HR Approval: J. Olson	Date: April 2023

### JOB SUMMARY

The Registered Nurse (RN) Clinic Manager is responsible for leading the daily and administrative functions in an Ambulatory setting. The position provides direction and leadership to ensure UW Health meets the 'Quintuple Aim' of great patient care, improved population health, reduction of cost, better care team wellbeing, and advanced health equity. Principal responsibilities include operations, establishing and maintaining clinical standards of care, management of staff and resources, facilitating research and education, and maintaining compliance with all policies, procedures, and regulations. The role establishes quality improvement efforts to support the delivery of patient and family focused care and knowledge-based decision making as the framework for superior delivery of care. The RN Clinic Manager facilitates communication, coordination, and collaboration among disciplines regarding identification, planning, and provision of high quality, cost-effective care. The RN Clinic Manager is a resource within the institution and to the community in their area of expertise.

### MAJOR RESPONSIBILITIES

#### Clinical Practice and Leadership

- Lead the day-to-day operation and coordination of patient care services.
- Lead the clinic to improve patient, provider, and staff satisfaction.
- Analyze clinical practice and identify opportunities to increase quality, safety, effectiveness, and efficiency.
- Identify clinical indicators to measure, evaluate, and improve care.
- Develop a strong, collaborative relationship with the clinic physician Medical Director dyad or regional partner.
- Assure that patient/family centered care is provided within Clinics and Nursing Department's established standards.
- Submit reports and complete regulatory documentation as requested.
- Assure compliance with applicable ambulatory service standards and clinic accreditations.
- Initiate the development and revision of policies and procedures specific to the programs of care.

#### Nursing Practice Oversight

- Maintain compliance with all clinical policies, procedures, and regulations.
- Supervise registered nurses and other healthcare providers who deliver nursing care.
- Responsible for recruitment, retention, performance reviews, and professional development related to clinical staff.
- Organize and lead the delivery of nursing care for designated patient care areas.

#### Human Resources Management

- Direct and evaluate the department's workforce in terms of overall staffing and scheduling.
- Recruit staff members who are in congruence with service excellence and quality patient care.
- Develop staffing models in conjunction with speciality and patient care needs.
- Oversee the completion/monitoring of staff competencies.
- Engage in ongoing feedback to the effectiveness of staff members into their roles.
- Promote annual performance discussions that foster mutual goal setting and feedback on performance.
- Identify and establish clinical learning opportunities for students in various healthcare disciplines. Monitors students' performance in conjunction with nursing and medical faculty.

#### Resource Management

- Prepare operating budgets, including volume projections, and expense and revenues estimates.
- Analyze and monitor actual budget performance and address variances.
- Institute necessary modifications to procedures and department resource commitments as financial changes dictate.
- Develop and monitor a system for timely, accurate charge entry and reconciliation.
- Stay abreast of new technology in supplies and equipment and evaluate for quality or cost improvements.
- Prepare documentation and participate in evaluation and acquisition of capital equipment and supplies.

#### Facility Management

- Provide facility management/oversight as defined by clinic operations administration.
- Facilitate and participate in renovation, new clinic development, facility planning, and construction.
- Evaluate clinic room utilization and make recommendations for improvement.

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### Professionalism

- Support the planning of and participate in clinical research in the clinic as approved by the Department of Nursing, UW Health, and/or the University of Wisconsin.
- Serve on Ambulatory, Nursing Department, UW Health, and medical staff committees as requested or as guided by professional interest.
- Participate in professional organizations in area of specialty and interest.
- Other duties as assigned.

### If Residency Clinic:

- Manage and coordinate yearly Graduate Medical Education (GME) financial agreements with local hospitals and other facilities. Coordinate and communicate with hospital financial departments regarding yearly Medicare GME audits.
- Communicate and coordinate with the Education Program to meet the dual mission of providing both high-quality resident education and high-quality patient care.
- Coordinate clinic schedule and resident training schedule with Education Coordinator.
- Serve as educational and teaching resource in practice management for residents, faculty, and staff.
- Responsible for overall coordination of the Practice Management curriculum. Develop educational materials, conduct seminars, and participate in individual training sessions to enhance and improve the practice management curriculum.
- Assist Residency Program Director and Education Coordinator in implementing directives from the Residency Review Committee and meeting requirements of ACGME.

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

### JOB REQUIREMENTS

Education	Minimum	Bachelor's Degree in Nursing (BSN)
	Preferred	Master's Degree in Nursing (MSN), Healthcare Management, Business, or related healthcare field
Work Experience	Minimum	Two (2) years of healthcare operations supervisory/management experience or three (3) years of progressive relevant leadership experience
	Preferred	<ul style="list-style-type: none"> <li>• Five (5) years progressive, relevant supervisory/management experience</li> <li>• Previous clinic/healthcare management experience</li> </ul>
Licenses & Certifications	Minimum	Licensed as a Registered Nurse (RN) in the state(s) where patients are receiving care or may work as eligible per state licensing regulations
	Preferred	Applicable clinical certification
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> <li>• Excellent interpersonal communication, problem solving, and conflict resolution skills</li> <li>• Possession of analytical decision-making skills necessary to quickly assess and resolve complex logistical, technical, and patient care problems and issues</li> <li>• Ability to train, motivate, and supervise subordinate staff</li> <li>• Ability to address and manage conflict in a direct and professional manner</li> <li>• Ability to build collaborative relationships with providers</li> <li>• High emotional intelligence as evidenced by ability to evaluate/perceive a situation from multiple lenses and understand various perspectives in coming to problem resolution</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,

<b>X</b>	Infants (Birth – 11 months)	<b>X</b>	Adolescent (13 – 19 years)
<b>X</b>	Toddlers (1 – 3 years)	<b>X</b>	Young Adult (20 – 40 years)
<b>X</b>	Preschool (4 – 5 years)	<b>X</b>	Middle Adult (41 – 65 years)
<b>X</b>	School Age (6 – 12 years)	<b>X</b>	Older Adult (Over 65 years)

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### 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
<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. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.	<b>Up to 10#</b>	<b>Negligible</b>	<b>Negligible</b>
	<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:				

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.