

UW HEALTH JOB DESCRIPTION

Education, Optimization and Support Supervisor

Job Code: 332007

FLSA Status: Exempt

Mgt. Approval: J. Murdock

Date: December 2022

Department: Information Systems

HR Approval: M. Grayson

Date: December 2022

JOB SUMMARY

The Education, Optimization and Support Supervisor supports a portfolio of clinical application education, optimization, support, and adoption programs, services, and solutions aligned with the strategic goals and objectives for UW Health. The Epic electronic medical record (EMR) and related applications are supported by the Supervisor and their team.

The Supervisor implements improvements, application education, and optimization strategies to align process and practice with the UW Health and IS strategic plans.

Working in partnership with their manager, operational, informatics, other IS leaders and colleagues, the Supervisor leads ideation, design, delivery, and sustainment for the programs and services in their portfolio to deliver and assist with continuous enhancement of application education and optimization services and programs. The Supervisor identifies opportunities to improve efficiency and effectiveness, implements the improvements, and constantly ensures that all team members are working at the top of their skills and knowledge. The Supervisor supports their team and operational colleagues to ensure successful organizational change management, adoption of solutions, and value realization.

The Supervisor develops, grows, and mentors their team. The Supervisor supports talent development per the priorities in the IS talent roadmap, including skills and capabilities essential for innovation and growth.

The Supervisor demonstrates success in developing highly empowered, self-directed teams and promotes a culture centered on respect, service, empowerment, and accountability. The Supervisor develops and sustains consultative, trusted advisor relationships with stakeholders. The Supervisor and their team contribute to a learning environment and a learning health system, across the missions of an academic medical system.

The Supervisor leads proficiency improvement in leadership, technical leadership, and domain-specific competencies. The Supervisor supports data literacy and data governance improvement across UW Health. The Supervisor leads improvements in information security culture and practices, including regulatory awareness, privacy, and security.

MAJOR RESPONSIBILITIES

Grow team and talent

- Recruit, grow, and retain talented, passionate, patient-focused professionals driving education, optimization, and adoption for healthcare applications and platforms.
- Promote a highly collaborative, highly empowered, self-directed team culture.
- Ensure that all team members are constantly improving and working at the top of their skills and knowledge.
- Lead cross-training and similar programs to increase versatility of all team members.
- Position UW Health as a highly regarded sought-out employer for education, optimization, and support talent in the regional and national markets.

Deliver solutions

- Deliver the highest value sustainable education and optimization services and solutions across UW Health, affiliates, and partners, driving adoption of applications and platforms, improving ease of use, and enabling remarkable healthcare.
- Lead the adoption of solutions, including organizational change management, that delight our patients, care providers, and other colleagues across the health system, our affiliates, and partners.
- Support education and optimization of technologies to improve business capabilities, improve quality and safety, improve wellbeing, and simplify workflows. Provide insights and decision support to improve business practice and outcomes.
- Provide technical and educational leadership for assigned areas, teams, programs, and products.
- Independently develop and maintain trusted advisor relationships with business, clinical, and operations leaders and with external partners, including prioritization of roadmap items based on strategies and value.
- Manage medium and/or large-scale initiatives, projects, and/or platforms.
- Support data governance and data literacy initiatives, driving maturation as a data driven organization.
- Play a role in product development and leadership where applicable.

Improve processes and standards

- Lead improvement in agility within UW Health IS and across the organization.

UW HEALTH JOB DESCRIPTION

- Lead improvement teams and projects within IS or at the organizational level.
- Lead the development and delivery of training relevant to areas of expertise.
- Lead the team and model service behaviors and service standards. Ensure that service expectations are understood by the team. Promote and strengthen employee engagement and process improvement initiatives to assure service standards are met.

Effective Team Member

- Lead the culture of customer service and continuous improvement across UW Health IS and the organization.
- Consistently demonstrate a high level of teamwork, partnership, and collaboration.
- Consistently demonstrate a high level of personal accountability and lead by example in following policies and procedures.
- Actively mentor and teach other colleagues by contributing experience and insight to the team and to UW Health.

Leadership

- Consistently perform all leader standard work expected for UW Health supervisors.
- Serve as an effective financial steward, collaborating with leaders on budget management, contracts, and vendor management.
- Serve, where applicable, as the business relationship manager, delivery team leader, product manager or owner, or program leader for assigned areas and initiatives.
- Be a role model for successful cross-functional team leadership and leading without direct authority.
- Lead improvement in the information security culture and practices, including regulatory awareness, privacy, and security.

Technical Leadership

- Continuously develop your knowledge and understanding of the overall landscape of clinical and business applications, emerging trends and technologies, and adoption of applications.
- Support and encourage an environment of innovation and learning to ensure our team members grow their skills, remain current with relevant technologies, and maintain awareness of industry best practices.
- Ensure continuous curation and optimization of the education and training portfolio, including reduction of technical debt and retirement of systems, exploring new technologies etc. to achieve efficiency and increase value delivered.
- Lead the ongoing commitment to improving system and platform reliability, and automation of repetitive processes to the largest extent possible.

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

JOB REQUIREMENTS

Education	Minimum	<ul style="list-style-type: none"> • Bachelor's degree in Healthcare, Health Administration, Education, Information Technology, Business, or related field. • 4 years of relevant experience and education may be considered in lieu of degree.
	Preferred	<ul style="list-style-type: none"> • Master's degree in Healthcare, Health Administration, Education, Information Technology, Business, or related field.
Work Experience	Minimum	<ul style="list-style-type: none"> • Demonstrated success developing curricula and delivering education that support adult learning needs and/or optimizing use of IT for medium to large solutions. • Demonstrated success leading without direct authority. • Demonstrated success identifying and implementing improvements in platforms, standards, and processes leading to increased operational excellence, elimination of waste, and reduced technical debt. • Demonstrated success training and mentoring. • Demonstrated success forming and sustaining collaborative, trusted -advisor relationships with stakeholders and IS colleagues.
	Preferred	<ul style="list-style-type: none"> • Five (5) years progressive experience in informatics, education, training, and user support for software applications. • Two (2) years progressive leadership experience within healthcare IT or Informatics. • Experience in direct clinical care, health care operations, or health care administration. • Healthcare subject matter expertise including at least five (5) years' experience in a health system, academic medical center or health payer organization.
	Minimum	<ul style="list-style-type: none"> • None

UW HEALTH JOB DESCRIPTION

Licenses & Certifications	Preferred	<ul style="list-style-type: none"> Vendor (e.g. Epic, other) certifications as relevant for the position, per department guidelines.
Required Skills, Knowledge, and Abilities		<p><u>Information Services (IS) Core Competencies:</u></p> <ul style="list-style-type: none"> Advanced proficiency in all elements of the following: <ul style="list-style-type: none"> Communication Critical thinking Intermediate proficiency in all of the following elements: <ul style="list-style-type: none"> Leadership competencies including leads with integrity, maintains strategic orientation, demonstrates business & financial acumen, champions innovation, managing execution, and leading & developing people Leading highly empowered, self-directed teams including cross functional teams Leading without direct authority Technical leadership of applicable products or platforms Mentoring and teaching Lean management agile methodologies <p><u>Position specific competencies:</u></p> <ul style="list-style-type: none"> Advanced proficiency in at least 2 and intermediate proficiency in at least 4 additional IS Education, Optimization and Support competencies, including instructional design and curricula development, clinical knowledge, writing documentation and deliverables, application security, customer service, subject matter expertise, systems analysis and design, software testing, and troubleshooting Intermediate proficiency in project management Intermediate proficiency in product management Intermediate proficiency in business relationship management Intermediate proficiency in technology awareness and strategic planning Developing intermediate proficiency in organizational change management <p><u>Other required skills, knowledge, and abilities:</u></p> <p><u>Delivering Solutions:</u></p> <ul style="list-style-type: none"> Multiple successful domain level initiatives, with significant role in development and implementation Consistent demonstrated success in data-driven change management - from data story to implementing change Demonstrates professional maturity surrounding data access, data security, data sensitivity and data confidentiality <p><u>People:</u></p> <ul style="list-style-type: none"> Ability to proactively engage others at all levels of the organization Ability to lead a team Ability to work in agile, iterative frameworks and coach others on agile mindset

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

UW HEALTH JOB DESCRIPTION

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#
List any other physical requirements or bona fide occupational qualifications:			