

# UW HEALTH JOB DESCRIPTION

## PROGRAM DIRECTOR, POPULATION HEALTH

Job Code: 361001

FLSA Status: Exempt

Mgt. Approval: R. Lankton

Date: May 2024

Department: Population Health

HR Approval: M. Grayson

Date: May 2024

### JOB SUMMARY

The Program Director, Population Health is responsible for managing operations of UW Health grant-funded programs and initiatives requiring coordination across Population Health, Clinical Operations, Information Systems, and in collaboration with UW-Madison School of Medicine and Public Health (SMPH). This includes the administration, direction, and coordination of all activities within their area(s) of responsibility to plan, implement, evaluate, and disseminate programs and products.

In collaboration with Principal Investigators and the Population Health leadership team, the Program Director sets strategy and direction for their area(s) of responsibility. The Program Director implements programs to successfully achieve the goals and objectives. The Program Director serves as lead facilitator among key stakeholders in program development to ensure effective coalition building, planning, implementation, and alignment. In addition, they supervise and evaluate staff. The Program Director oversees the translation of grant proposals into successful programs and products, disseminates programs and strategies throughout the UW Health system and to other health systems through local, regional, and national conferences and presentations.

### MAJOR RESPONSIBILITIES

- Manages program planning, implementation, evaluation, and dissemination.
- Directs program development and implementation of work plans across projects and teams.
- Ensures program activities are coordinated, aligned, and sequenced with other organizational or strategic initiatives and/or other improvement activities.
- Leads the development, definition, and implementation of program outcome measures along with ongoing reporting and monitoring processes to continually assess program effectiveness and identify opportunity for program involvement.
- Monitors compliance with policies and regulatory standards.
- Develops and manages budgets in collaboration with Population Health leadership.
- Establishes an annual operating and capital budget, demonstrating fiscal responsibility through meeting budget targets.
- Creates business plan(s), justifying variances and analyzing cost benefit of programs.
- Articulates to staff the budget and the context within the organizational financials.
- Contributes to the success of UW Health by providing leadership, direction, and coordination of all activities including but not limited to operations, programs, finances, and human resources for area(s) of responsibility.
- Continually assesses all services, identifies problems, utilizes data to analyze, and propose innovative approaches for solutions.
- Maintains records related to operations and services that are complete, accurate, available, and in compliance with all legal, regulatory, and policy requirements.
- Engages staff and other stakeholders in continuous improvement of systems and processes; manages resources for staff participation in improvement work activities.
- Ensures effective facilitation of improvement teams and development of leadership skills to ensure overall effectiveness of the meetings.
- Organizes and prioritizes time and resources to manage efficiency and appropriately delegates as needed.
- Remains current of new trends and best practices and incorporates into Population Health programs.
- Articulates and enforces standards for quality/safe patient care.
- Develops and implements innovative systems and processes that improve staff and patient quality and safety.
- Demonstrates achievable and measurable results and develops action plans for improvement.
- Initiates, monitors, and enforces regulatory requirements.
- Holds self and others accountable to policy, standards, and commitments and provides timely follow through on questions and concerns.
- Ensures development of Population Health initiatives to improve patient satisfaction and family centered care.
- Develops and implements measures for quality improvement, cost and complication reduction, and the implementation of evidence-based programs.

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- Incorporates the use of evidence-based practice and appreciative enquiry into program development and improvement activities.
- Actively listens to staff ideas and concerns, assesses others communication styles and adapts to them.
- Effectively facilitates meetings at Population Health and organizational level.
- Creates bi-directional systems that effectively communicate information and data, utilizing multiple methods.
- Communicates with physicians, academic department leaders, and senior administrators to maintain coordination with other UW Health programs.
- Manages the complex interdepartmental and interdisciplinary relationships to assure collaboration and effective/efficient operations within Population Health.
- Creates an environment that encourages diverse opinions, recognizes differences, and incorporates into process and services.
- Exhibits awareness of personal attitudes and beliefs, recognizing its effect on response to others.
- Creates a culture and systems for recognizing and rewarding staff.
- Creates and maintains a satisfying workplace that fosters professional growth and job satisfaction for all members of the healthcare team.
- Interviews to select top talent, matching Population Health needs with appropriate skill sets.
- Develops and implements recruitment and retention strategies that support a culture of leadership.
- Identifies and addresses own professional growth needs.
- Assesses staff development needs, identifies goals, and provides resources.
- Identifies lack of competency in performance and establishes a plan which includes goals, interventions, and measures.
- Maintains membership in professional organization(s) to develop knowledge and resources through networking, continuing education, and participation in national, regional, and/or local activities.
- Ensures integration of ethical standards and core values into everyday work activities.
- Contributes to a learning environment by providing educational and research experiences to students, residents, fellows, and faculty.
- Leads and/or serves on a variety of appropriate internal and external committees to represent Population Health.
- Serves as a representative of Population Health to UW Health in order to facilitate the shared interests and relationship between the parties.

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

### JOB REQUIREMENTS

Education	Minimum	Bachelor's degree in Health Care Administration, Public Health, Nursing, Social Work, Industrial Engineering, or related field
	Preferred	Master's degree in Health Care Administration, Public Health, Nursing, Social Work, Industrial Engineering, or related field
Work Experience	Minimum	<ul style="list-style-type: none"> <li>• Three (3) years of experience in health care operations, population health, or public health</li> <li>• Project or program management experience, including program/project development, implementation, dissemination, and evaluation</li> </ul>
	Preferred	<ul style="list-style-type: none"> <li>• Five (5) years of experience in population health, health care management, or public health</li> <li>• Experience working in an academic health system or integrated healthcare delivery system</li> <li>• Previous management/supervisory experience</li> </ul>
Licenses & Certifications	Minimum	None
	Preferred	
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> <li>• A high degree of professionalism and competency in working with a variety of individuals</li> <li>• Knowledge of health systems operations and health services research</li> <li>• Knowledge of population health programs and concepts</li> </ul>

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	<ul style="list-style-type: none"> <li>• Expert team management and facilitation skills</li> <li>• Advanced communication skills including ability to articulate and present data, information, and ideas in a clear and concise manner that is nonthreatening and nonjudgmental</li> <li>• Demonstrated ability to lead diverse teams to achieve outcomes, as well as ability to form and maintain collaborative relationships</li> <li>• Ability to independently organize and prioritize work</li> <li>• Skilled at conflict management</li> <li>• Excellent facilitation skills</li> <li>• Ability to identify data needed for both assessment and decision-making purposes</li> <li>• Ability to deploy appropriate data sources, analysis methods, and effective communication of analytical results</li> <li>• Demonstrated ability to evaluate population health programs</li> <li>• Demonstrated project and portfolio management skills</li> <li>• Must be willing to travel for meetings and conferences</li> </ul>
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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,

	Infants (Birth – 11 months)		Adolescent (13 – 19 years)
	Toddlers (1 – 3 years)		Young Adult (20 – 40 years)
	Preschool (4 – 5 years)		Middle Adult (41 – 65 years)
	School Age (6 – 12 years)		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
<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>
<b>Other</b> - list any other physical requirements or bona fide occupational qualifications not indicated above:			

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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.