

## UW HEALTH JOB DESCRIPTION

<b>POSITION SPECIFICS</b>			
<b>Title: Program Manager – Diabetes Nutrition Care / Primary Care Diabetes Initiative</b>		<b>Department/Number: 24390</b>	
<b>Reports to: Clinic Manager</b>		<b>PD Status: Approved</b>	
<b>Job Code: 2447</b>	<b>FLSA Status: Exempt</b>	<b>Bargaining Unit: NA</b>	
<b>Manager Approval:</b>		<b>HR Approval: DPS 5-13</b>	
<b>POSITION SUMMARY</b>			
<p>The Program Manager – Diabetes Nutrition Care provides nutrition expertise and clinical leadership, training, and orientation for education of ambulatory clinical and support staff on diabetes care and the Diabetes Primary Care Diabetes Initiative. S/he is responsible for assessment, planning, implementation and evaluation of staff, patient and family diabetes education programming within the UW Health- University of Wisconsin Hospital and Clinics and throughout the UWHC’s primary care clinics and the medical home. (60% staff education/mentoring and 40% patient education/case management).</p> <p>The Program Manager- Diabetes Nutrition Care for UWHealth- University of Wisconsin Hospital and Clinics Diabetes Education Program is a health care professional with a strong background in diabetes education, program planning and management and care of patients with a chronic illness. Certification by the National Certification Board for Diabetes Educators is required.</p> <p>Major emphasis will be placed on diabetes education development and delivery at the primary care medical home site. The incumbent possesses a high degree of clinical skill and knowledge and is active in the performance evaluation of staff related to their provision of diabetes care management. The Program Manager – Diabetes Nutrition Care applies innovative teaching strategies and methodologies in order to provide a cost-effective and well-executed program of diabetes care management. The incumbent is responsible for formative and summative program evaluation and demonstrates a high degree of independence in program management.</p> <p>Primary duties include strategic planning, operational improvement, nutrition service delivery, implementation and monitoring of the Primary Care Diabetes Initiative and program evaluation for American Diabetes Association accredited site. Role also requires coordination and provision of nutrition services to clients in an outpatient setting for nutrition-related problems, preventive health measures, and chronic disease management. The Nutrition Care Process includes assessing and monitoring the nutritional health of ambulatory patients; developing and implementing individualized nutrition care plans; providing nutrition counseling for individuals, families, and groups; collaborating with the interdisciplinary health care team to facilitate continuity of care at home and in the community; and maintaining professional competency and skills required for professional practice.</p> <p>Education of hospital and medical staff on diabetes management and medical nutrition therapy is conducted through formal lectures and one to one consultations. This position identifies and collects performance improvement data, monitors outcomes, and initiates corrective actions. Participation in clinical research involves literature review, data collection, analysis, and publication. Resources are managed in a cost effective manner. Practice standards, guidelines, policies and procedures, and forms are periodically reviewed. Represents the department and clinic Diabetes Education Workgroup, Diabetes Care Team, Diabetes Workgroup Leaders as well as other interdisciplinary population health committee(s) as appropriate. Program Manager – Diabetes Nutrition Care assesses competency of staff, and provides leadership with other related projects. Collaboration with the UWHC Dietetic Internship Program involves clinical preceptor role in ambulatory care nutrition for dietetic interns.</p> <p>A high level of technical skill/knowledge/experience and independence in disease prevention and management, medical nutrition therapy, counseling, project management, and research is required to provide high quality care, ensure patient safety and in solving problems arising from patient care issues. Duties and responsibilities are performed independently and under general supervision from the Director of Clinical Nutrition Services and Diabetes Clinic Manager. Organizational and time management skill is essential.</p>			
<b>MAJOR RESPONSIBILITIES</b>			
<p>A. Facilitate the implementation of the Diabetes Primary Care Initiative at UWHC in the Medical Home.</p> <ol style="list-style-type: none"> <li>1. Engage in on-going feedback with physicians, managers, and various departments related to the effectiveness of the program.</li> <li>2. Develop, organize, and present clinical orientation program for new clinical staff in diabetes education.</li> <li>3. Develop, evaluate and implement written policies and procedures pertinent to the program.</li> <li>4. Coordinate, monitor and participate in system-wide diabetes programming.</li> <li>5. Annual review of competency training in the area of diabetes care management to ensure training program is current.</li> <li>6. Coordinates the implementation and improvement of health link processes.</li> </ol> <p>B. Coordinates Accredited Program for Diabetes Management and Education.</p> <ol style="list-style-type: none"> <li>1. Oversees the planning, implementation and evaluation of the Diabetes Self Management Education program at each recognized site.</li> <li>2. Arranges and coordinates the activities of the ADA Advisory Group and Diabetes Patient Advisory Group.</li> <li>3. Serves as a liaison with UW Health University of Wisconsin Hospital and Clinics staff, the advisory group, other departments and administration.</li> </ol>			

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4. Monitors and facilitates maintenance of staff qualifications.
  5. Responsible for maintaining American Diabetes Association Recognition and participation in the evaluation of the program's effectiveness.
- C. Provides Nutrition Counseling and Care for Patients in Specialty Clinics and Primary Care Medical Home.
1. Assesses and monitors the nutritional health of ambulatory patients with chronic disease.
  2. Develops and implements individualized nutrition care plans.
  3. Provides nutrition counseling for individuals, families, and groups
  4. Collaborates with the interdisciplinary health care team to facilitate continuity of care at home and in the community; and maintaining professional competency and skills required for professional practice.
  5. Utilizes medical history, laboratory data, drug profile, anthropometric measurements, and diet nutrition history obtained from the patient and/or family.
  6. Evaluates effectiveness, measures progress toward outcomes of interventions, and implements changes.
  7. Communicates regularly with healthcare team and designated staff to discuss the goal of nutritional care and needs of the patient.
  8. Provides appropriate documentation that summarizes the nutrition care plan in the patient's medical record.
  9. Reviews with pharmacist drug-nutrient or drug-drug incompatibilities that impact on nutritional status and/or nutrient utilization and monitor patient's tolerance to treatment modalities with the healthcare team.
  10. Apply evidence-based standards, practice and research findings on nutritional management.
  11. Consults with medical/clinical staff concerning staff learning issues, and works with them to maximize clinical staff comfort level and competencies in the care of patients with diabetes.
  12. Designs and makes available pertinent patient and health care provider learning tools and resources (e.g., Health Facts for You, teaching guidelines and documentation tools, videos, etc.)
- D. Educates and Advises Medical Staff and Hospital Staff on Nutrition and Diabetes Care
1. Interprets and presents current clinical knowledge, standard of care, and research for program. Acts as a resource for medical and hospital staff on the nutritional management of patients.
  2. Assesses educational needs of individuals, groups, and areas of practice.
  3. Develop, organize, and present clinical orientation program for new clinical staff in diabetes education.
  4. Develops and implements clinical competencies and skills labs on diabetes care
  5. Develop, evaluate and implement written policies and procedures pertinent to the program.
  6. Conduct programs to meet the learning needs of the target audience. Orients/trains physicians, residents, medical students, nurses, clinical nutritionists, and other health care professionals on principles of nutritional management.
  7. Participates as nutritional care expert in teaching rounds for the medical residents and students.
  8. Participates as clinical instructor for other health care professionals.
  9. Educates primary care clinical and reception staff on diabetes care management included but not limited to patient education and medication management.
  10. Develops program content and teaching tools specific to staff education needs.
  11. Assist with defining and implementing standards of care in the area of diabetes education.
  12. Evaluates tools and resources for nutrition education.
  13. Investigates and conducts literature reviews as needed. Promotes quality nutrition practice by sharing current research and practice.
  14. Role models best practice in diabetes care management, inspiring clinical staff to actively engage in improving health care outcome for patients with diabetes.
  15. Integrates new knowledge about diabetes education into practice.
- E. Directs and Contributes to Quality Improvement and Research.
1. Identifies areas for study, develops audit methodology, selects clinical indicators to measure, coordinates/collects data, analyzes findings for improvement, prepares and presents audit reports to governing directors and leadership.
  2. Serve as a resource to employees on quality improvement projects related to diabetes education and programming.
  3. Designs and conducts quality improvement activities related to the education of diabetes patients and their families.
  4. Serve as a resource to employees on quality improvement projects related to diabetes education and programming.
  5. Collaborates with clinic staff, clinic manager and designated physician(s) to insure the delivery of quality patient care for assigned population of patients and families.
  6. Studies trends in patient outcomes, cost benefit of care, effectiveness of therapy, and patient satisfaction.
  7. Implements change to improve organizational performance and patient safety.
  8. Incorporates current research into practice standards. Develops or revises clinical care and clinic policies and procedures as indicated.
  9. Provides leadership for protocols, collection and analysis of data, and/or summary of findings.
  10. As appropriate, writes research proposals for clinical specialty.
  11. Authors and/or contributes to professional peer reviewed publications.
  12. Organizes and completes projects per timeline.

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- F. Provides Leadership and Participates in Implementing Management Decisions that Affect Diabetes and Nutrition Practice.
1. Provides nutrition expertise for subcommittee(s) of the Medical Board Nutrition Committee which meets regularly to effect clinical practice change, determine nutrition requirements, and review/revise clinical policies and procedures.
  2. Represent UWHC at local, state and national organizations (ADA, AND, WNDA).
  3. Participates in professional organization activities. Serves as member of city, regional and/or national educational advisory groups.
  4. Provides leadership to the development of clinical guidelines. Critically evaluates clinical research literature for applicability to UWHC practice, evaluates current UWHC practice, comparing and contrasting to literature, identifies opportunities to change clinical practice based on research, and collaborate with physician to define clinical care processes with measurable clinical outcomes.
  5. Serves on hospital and departmental committees as requested.
  6. Participates in peer review of clinical practice and competency assessment of staff.
  7. Communicates on an ongoing basis with colleagues regarding specific standards of practice.
  8. Directs and develops leadership and management skills by mentoring and role modeling.
  9. Represent Clinical Staff Education on organizational committees as needed.
- G. Functions as a Clinical Faculty Member for the UWHC Dietetic Internship Program.
1. Supervises performance of dietetic interns for the learning experiences in assigned program areas. Supervision of interns includes evaluation of written competencies and documentation of overall performance of the dietetic intern.
  2. Provides clinical experience that fulfills rotation learning objectives as well as the student's stated objectives.
  3. Reviews didactic knowledge and plan clinical experience.
  4. Serves a mentor for dietetic interns.
- H. Participates in the care management and patient education for patients with diabetes at the primary care site.
1. Orders labs based according to delegated protocols.
  2. Titrates medications as defined in diabetes treatment protocols if necessary.
  3. Develops and implements a philosophy of learning for patients and families with diabetes.
  4. Utilizes an empowerment model to create patient partnerships, employing strategies that foster diabetes self-management.
  5. Systematically assesses learning needs and provides top-quality education to patients with diabetes and their families, particularly to those with complex learning needs and barriers.
  6. Tailors educational interventions to match the patients' and families' unique learning needs and barriers (e.g., current level of understanding, developmental status, cultural and language needs, impaired vision or hearing, etc.) and preferences (e.g., hearing, seeing, doing).
  7. Verbally communicates pertinent information with key clinicians and the care team in a timely manner. Utilizes appropriate documentation tools for effective written communication.
  8. Within the organizational structure designs a cost-effective, well-coordinated master educational plan that recognizes the complexities of diabetes patients and complements educational efforts.

**All duties and requirements must be performed consistent with the UWHC Organizational Performance Standards.**

### POSITION REQUIREMENTS

<b>Education</b>	Minimum	Master's degree in nutrition or related field granted by a U.S. regionally accredited college or university.
	Preferred	
<b>Work Experience</b>	Minimum	<ul style="list-style-type: none"> <li>• Minimum seven (7) years experience in direct diabetes patient care in academic medical center, at least 3 years in work experience providing direct care to acute and chronically ill patients in the outpatient setting. Research experience in an academic medical center.</li> </ul>
	Preferred	
<b>Licenses &amp; Certifications</b>	Minimum	<ul style="list-style-type: none"> <li>• Registered Dietitian as delineated by the Commission on Dietetic Registration</li> <li>• Certified Dietitian in the State of Wisconsin.</li> <li>• Certified Diabetes Educator by the National Certification Board for Diabetes Educators.</li> </ul>
	Preferred	
<b>Required Skills, Knowledge, and Abilities</b>		<ul style="list-style-type: none"> <li>• A health care professional with a strong background in diabetes</li> </ul>

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	<p>education, program planning and management and care of patients with a chronic illness.</p> <ul style="list-style-type: none"> <li>• Membership in the Academy of Nutrition and Dietetic Association and the American Diabetes Association preferred. Maintenance of continuing professional education requirements for dietetic registration and specialty certification.</li> <li>• Thorough knowledge of food science, nutrition, food service, medicine, and human physiology.</li> <li>• Ability to integrate food and nutrition services with other services in the practice setting.</li> <li>• Promotes effective professional relationships in the practice of dietetics.</li> <li>• Demonstrates knowledge and ability to assess, plan, and implement care relative to patient's age-specific needs.</li> <li>• Skill in providing nutrition care for individuals and specialized patient populations through systematic screening, assessment, planning, intervention, evaluation, education and documentation.</li> <li>• Ability to utilize written and oral communication effectively.</li> <li>• Administrative skills, organizational ability, and computer skills required.</li> <li>• Distinguished by a history of exceptional clinical skills, leadership in the community, professional organizations, and at UWHC; scholarly writing and presentations; continuing professional education; and research.</li> </ul>
<b>Physical Requirements</b>	<b>Sedentary: able to lift up to 10#</b>
List any other physical requirements or bona fide occupational qualifications:	

### AGE – SPECIFIC COMPETENCY

*Identify age-specific competencies for direct and indirect patient care providers who regularly assess, manage and treat patients by clicking on the appropriate boxes below.*

**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 checked="" type="checkbox"/>	Adolescent (13 – 19 years)
<input type="checkbox"/>	Toddlers (1 – 3 years)	<input checked="" type="checkbox"/>	Young Adult (20 – 40 years)
<input type="checkbox"/>	Preschool (4 – 5 years)	<input checked="" type="checkbox"/>	Middle Adult (41 – 65 years)
<input type="checkbox"/>	School Age (6 – 12 years)	<input checked="" type="checkbox"/>	Older Adult (Over 65 years)

### Job Function

*Review the employee's job description, and identify each essential function that is performed differently based on the age group of the patient.*

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