

## UW HEALTH JOB DESCRIPTION

<b>POSITION SPECIFICS</b>			
<b>Title:</b> Program Manager, Vendor Liaison Office		<b>Department/Number:</b> Vendor Liaison Office, 56700	
<b>Reports to:</b> Director, Center for Clinical Knowledge Management		<b>Position Number:</b>	<b>PD Status:</b> New
<b>Job Code:</b> 2447	<b>FLSA Status:</b> Exempt	<b>FTE:</b> 1.0	<b>Bargaining Unit:</b> Non-Rep
<b>Manager Approval:</b> L. Vermeulen <b>Date:</b> 10-14		<b>HR Approval:</b> CMW 10-14	
<b>POSITION SUMMARY</b>			
<p><i>Please give a brief summary of the department and this position. (The summary should include a short statement of the main purpose of the job, level of accountability, supervision given/received, complexity and diversity of the unit(s) supervised (if any), independence of decision-making, confidentiality status, and contacts).</i></p> <p>Under the direct supervision of the Director of the Center for Clinical Knowledge Management (CCKM), the Program Manager is responsible for overseeing all activities of the Vendor Liaison Office, ensuring vendor compliance with all policies governing the behavior of vendor personnel across UW Health, and managing other non-vendor-related tasks assigned to the VLO.</p> <p>Vendor-related tasks apply to all vendors with products/services related to patient care. Main activities include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• Registration of vendor personnel</li> <li>• Issuing identification to registered vendor staff</li> <li>• Ensuring vendor compliance with HIPAA regulations</li> <li>• Documenting health screening and criminal background/caregiver checks for appropriate vendor personnel</li> <li>• Ensuring that the behavior of vendor staff remains appropriate and in compliance with all UW Health policies and applying the disciplinary process called for in our policies in those situations when the policy is violated.</li> </ul> <p>The Program Manager is responsible for ensuring that policies in place across UW Health are followed, including separate policies held by UW Hospital and Clinics (UWHC), UW Medical Foundation (UWMF), and the UW School of Medicine and Public Health (UW SMPH). A wide variety of internal and external relationships are involved to perform the duties in this position. Internal contacts include representatives from UWHC, UWMF and UW SMPH. External contacts include all vendors and industry. Developing and maintaining good communication with these contacts is essential to accomplishing the objectives of this position and the goals of the UW Health.</p> <p>The Program Manager also oversees, with limited guidance from the Director, CCKM, additional activities that have been assigned to VLO staff, including:</p> <ul style="list-style-type: none"> <li>• Coordination of research study monitor access to HealthLink, in conjunction with the SMPH ICTR program;</li> <li>• Coordination of interactions between CCKM and the UW Health Simulation Center;</li> <li>• Coordination of UW Health Observer On-boarding Program               <ul style="list-style-type: none"> <li>○ Oversight of shared policies that govern on-boarding;</li> <li>○ Communication of program requirements to UW Health supervisors, managers and department heads, as well as faculty physicians who sponsor observers in clinical areas;</li> <li>○ Oversee all communication with observation candidates applying for observation experiences at UW Health</li> </ul> </li> <li>• Coordination of technology loan-borrow procedure in collaboration with Technology Assessment Program, Purchasing Department and other departments involved in reviewing requests to borrow biomedical equipment from various vendors.</li> </ul> <p>The Program Manager also is responsible to independently oversee daily operations of the VLO, including handling all human resource management needs of VLO staff, financial management activities (including development, with the guidance of the CCKM Director, the annual VLO budget, all purchasing decisions, monthly reporting of budget variances, etc.).</p>			

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## MAJOR RESPONSIBILITIES

*List the essential functions of the job and provide details of job responsibilities in this section. These statements should describe the fundamental job duties for which the position is accountable. List job responsibilities in order of priority. When entering task statements after each major responsibility, please use the shift/enter keys*

### **1) Manage vendor management tracking and reporting processes for vendors with products/services related to patient care.**

- Works with e-health to develop and determine on-going modifications for on-line database to track vendors. Provides input into database organization to ensure appropriate tracking output.
- Tracks vendor information – contact information, registration information, products sold, primary client department, visits to clients, and vendor violations of hospital policy.
- Documents reports of violations to be entered into the database and provide documentation to management for review.
- Prepares both on-going and ad-hoc reports from database for Director review.
- Reviews reports and highlights trends for Director review.

### **2) Manage vendor registration process throughout UW Health. Duties include, but not limited to:.**

- Provides UW Health vendor policies to new vendors and responds to questions.
- Enters new vendor registration information into appropriate databases.
- Ensures vendor registration fees are paid and processed accordingly..
- Ensures validity of criminal background/caregiver checks on those vendors in patient areas, and coordinates with appropriate UW Health Compliance department for all exceptions.
- Ensures that those vendors requesting patient area privilege comply with immunization and infections disease requirements.
- Prepares and issues vendor identification.
- Provides orientation class to vendors new to UW Health.
- Notifies UW Health departments of completed registrations.
- Ensures vendors are appropriately checked-in during on-site visits.
- Works with UWHC Security Services, and UW Health leadership, to manage the expulsion of vendors that are not compliant..
- Coordinates joint vendor-UW Health implementation of new products/ services.
- Provide overall support for vendor issues at all UW Health facilities. (UWHC,UWMF and UW SMPH clinic sites (including Department of Family Medicine (DFM) sites operated by the UW SMPH).
- Provide vendors with visitation hours specific to each UW Health facility, and ensure that specific guidelines (UWHC, UWMF, UW SMPH) are enforced.
- Conduct inspections at UW Health facilities. Insuring compliance to specific UWHC, UWMF and UW SMPH DFM with relevant UWHC, UWMF and UW SMPH DFM policies.
- Coordinate all UWMF medication sample voucher activity through UWMF Patient Resources.
- Coordinate destruction of all medication samples prohibited by UWHC, UWMF and UW SMPH DFM policies.

### **3) Manage non-physician observer process throughout UW Health. Duties include, but not limited to:**

- Observer registration.
- Ensures compliance with HIPPA requirements, Safety and Infection Control (SIC) obligations.
- Ensures that all observers are compliant with vaccination and immunization requirements..
- Verifying Sponsorship and Chaperone roles.
- Notify all internal, and external, parties involved as to completion of necessary requirements.
- Coordinates final scheduling with designated departments.
- Ensures that additional screening requirements are met for observers under 18 years of age.
- Meets with all observers under 18 years of age, and a parent / guardian, to ensure expectations of experience.
- Issue photo ID badges specific to the dates determined by the observer sponsor.
- Respond to requests for observer fee waivers.
- Ensures communication with Medical Staff Affairs in regards to Physician observers.

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### 4) Manage research monitor process

- Register and badge those monitoring projects within UW SMPH.
- Ensures monitor acquisition of designated laptops for visits qualified as Release to Inspector (RTI).
- Coordinates visits via qualified RTI requests submitted by Health Information Services
- Ensures security of RTI laptops during visits and storage.
- Manage scheduling and chaperone for each qualified monitor visit.

### 5) Manage distribution of Vendor Liaison Communications

- Ensures VLO communications to all UW Health departments regarding vendor policies and regulatory compliance issues.
- Works with e-health and Marketing and Public Affairs to create specific vendor communications, to be posted on both internal (U-Connect) and external (web) platforms, and message boards.
- Receives educational materials and reviews them for compliance with UW Health policies. Maintains approved list of educational materials and posts to U-Connect as updated.
- Ensures mailing of communications to update vendors on policies/procedures/status as registered vendor.
- Routinely communicates with outside academic institutions and US Government in regards to vendors, policies, conflict of interest, etc.
- Communicates ideas and changes to appropriate committees and management. (P&T Committee, Supply Chain Management Committee, UWMF Clinic Operation Group, etc).
- Routinely meet with UW Health leadership to discuss vendor related concerns (e.g., discipline of representatives, review of possible ethics/ violations, involvement with Patient/ Vendor incidents).
- Serve on the UWMF Industrial Interactions Review Committee (IIRC) in a support role.

### 6) Investigates claims of policy violation and manages the policy-prescribed disciplinary process.

- Receives and evaluates reports of representatives violating UW Health policies governing vendor behavior.
- Issues disciplinary communications to vendor personnel and UW Health leadership.
- Routinely meets with industry leadership to explain disciplinary decisions and ramifications.

### 7) Supervise other VLO team members

- Recruit, interview and hire of new staff
- Identify training needs of staff, develop training plans and ensure the adequate training and competence of all VLO staff.
- Plan, coordinate, assign and account for work of VLO staff.
- Conduct performance reviews for all VLO staff.
- Manage the justification, acquisition, implementation, and integration of new roles and services within the VLO.

### 8) Additional Duties

- Coordination, and implementation of changes to UWHC Policy 8.36 (Medication Samples), and UW Health Policies 11.19 (Vendor Liaison Office) and 1.48 (Non-Physician Observer Policy).
- In partnership with Pharmacy, conduct clinic inspections to insure compliance to Policy 8.36 and the expectations of The Joint Commission.
- Coordinates process, in conjunction with Security, Surgical Services, Central Services, AFCH, etc., to allow selected vendors access to the secure vault in Central Services (D6/160)
- Act as conduit between all external components of industry and UW Health.
- Effectively triages requests by the vendor community upon UWHC, UWMF, UHS, SMPH, School of Nursing, School of Pharmacy, etc.
- Coordinates all program management with vendor community.

## POSITION REQUIREMENTS

<b>Education</b>	Minimum	Bachelors degree
	Preferred	
<b>Work Experience</b>	Minimum	Five years of experience as coordinator or lead worker in a health care or service industry

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	Preferred	Management experience
<b>Licenses &amp; Certifications</b>	Minimum	None
	Preferred	
<b>Required Skills, Knowledge, and Abilities</b>	<ul style="list-style-type: none"> <li>• Computer skills ; knowledge of Microsoft Word, Excel and Access desirable</li> <li>• Ability to prepare reports from Excel, Access or other specialized database</li> <li>• Strong customer service skills</li> <li>• Strong organizational skills</li> <li>• Good written and verbal communication skills</li> </ul>	

### AGE – SPECIFIC COMPETENCY

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 Function

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 dockets, 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:		•		

## UWHC POSITION DESCRIPTION AGE SPECIFIC COMPETENCIES

### 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 type="checkbox"/>	Adolescent (13 – 19 years)
<input type="checkbox"/>	Toddlers (1 – 3 years)	<input type="checkbox"/>	Young Adult (20 – 40 years)
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### 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.*

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.
- 8.

Job descriptions represent a general outline of job duties, functions, and qualifications. They are not intended to be comprehensive in nature. In addition, jobs evolve over time and therefore their description may not reflect the precise nature of the position at a given point in time.

It is UWHC's policy to base hiring decisions solely on an individual's ability to perform essential job functions. Persons with disabilities are eligible for this position provided they can perform those functions with reasonable accommodation.