### UW HEALTH JOB DESCRIPTION

#### POSITION SPECIFICS

| Title: Program Manager, Regional Programs | Department/Number: 34040 |
| Reports to: Director, Regional Programs & Services | Position Number: |
| Job Code: 2461 | PD Status: New |
| FLSA Status: Exempt | Job Code: 2461 |
| TFE: 1.0 | Bargaining Unit: 99-Nonrep |
| Manager Approval: AH Date: 6-15 | HR Approval: MJG Date: 6-15 |

#### POSITION SUMMARY

The Regional Program Manager provides operational leadership and oversight for regional programs (i.e. MESH, e-ICU, Telestroke, After Hours Pharmacy, etc.) and all consulting/work sampling analysis services. The Management & Education Services for Healthcare (MESH) software programs encompass inpatient units, inpatient behavioral health units, and Emergency Departments, Urgent Cares, and a variety of outpatient care settings. The specific web-based software modules support safe staffing models based upon projected and actual patient acuity data. The Regional Program Manager’s roles and responsibilities include operational overview, systems analysis and education as it relates to each of the current regional programs. Excellent customer service, accurate and well written correspondence and reports, along with superior presentation skills, are required to retain and expand the customer base. Operational and management experience in acute &/or long term care facilities is required to appreciate/understand client specific challenges/needs in order to tailor specific program and consultative services to meet/exceed their unique expectations.

#### MAJOR RESPONSIBILITIES

1. **Regional Program Manager Business Development:**
   - Meeting with senior leadership of healthcare facilities to determine site specific needs;
   - Developing project proposals, estimated time line and determining parameters of the project;
   - Monitoring projects to assure meeting time lines within the specified scope of the project and the budget;
   - Preparation of reports summarizing project findings and the presentation of results to senior leadership;
   - Assuring client satisfaction with consultation work and product development;

2. **Product development and improvement:**
   - Prioritize and operationalize program specific annual updates inclusive of specific software enhancements;
   - Ongoing assessment of the needs for new program development;
   - Development of consultation opportunities working in conjunction with program specific outsourced vendor;
   - Continual assessment of the software modules for accuracy and efficiency; (MESH)
   - Develop program specific functions (scorecards, quality metrics, etc.) to better meet the needs of nursing, nursing leaders, finance, and quality internal and external customers;
   - Collaborates on program specific strategic plans to support the goals related to meeting a more diverse population of health care provider needs.

3. **Department management:**
   - Manage the resources needed for the MESH department;
   - Provides direction and daily leadership for the MESH staff and collaborates with the Director of Regional Programs and Services. As the department expands, additional duties will include direct participation with hiring, goal setting, evaluating, and assuring compliance with operational standards of various staffing models;
   - Collaborates on creating program specific annual budgets;
   - Continually working to expand the program specific client base and identify opportunities to decrease attrition of current client base;
   - Leadership role in communication with outside vendors and consultants;
   - Develops relationships within the department, regional development and promotes teamwork at all levels;

4. **Customer development and satisfaction with MESH Acuity and Staffing systems**
   - Leadership of and interaction with the MESH Advisory Board;
   - Preparation and facilitation of the annual MESH Software Users Conference
   - Development and facilitation of educational workshops (on-site, on-line webinars, on-line documents, conference calls, etc.) based upon technological advancements and customer needs.
   - Oversight of consultation days within the MESH client contracts to assure timeliness, meaningful content and customer satisfaction.
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## POSITION REQUIREMENTS

### Education

<table>
<thead>
<tr>
<th>Minimum</th>
<th>Bachelor's degree from an accredited college or university in health care, business or a closely related field.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Preferred</td>
<td>Master's degree in nursing or hospital administration.</td>
</tr>
</tbody>
</table>

### Work Experience

<table>
<thead>
<tr>
<th>Minimum</th>
<th>Minimum of five to seven years of professional experience in a health care setting with some management experience.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Preferred</td>
<td>Five to seven years of management experience in a health care setting.</td>
</tr>
</tbody>
</table>

### Licenses & Certifications

| Minimum                        | Valid Wisconsin driver's license and licensure appropriate for the profession. Regular travel within a 6 hour radius of Madison is required of this position. |

### Required Skills, Knowledge, and Abilities

- Appreciation of patient acuity systems, preferably experience with the MESH programs;
- Knowledge of inpatient (both acute and long term care), outpatient, behavioral and emergency department staffing models;
- Operational and management experience in acute or long term care hospitals;
- Excellent verbal and written communication skills;
- Effective interpersonal relationship skills promoting teamwork and collaborative alliances;
- Ability to work effectively and independently manage projects in a fast paced environment;
- Ability to analyze and solve complex problems and issues;
- Ability to initiate and follow through on complex projects of both short and long term duration;
- Excellent organizational and time management abilities;
- Proficiency with Windows, word processing, PC-based spreadsheets and databases.

## 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.*

<table>
<thead>
<tr>
<th>Physical Demand Level</th>
<th>Occasional</th>
<th>Frequent</th>
<th>Constant</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Up to 33% of the time</td>
<td>34%-66% of the time</td>
<td>67%-100% of the time</td>
</tr>
</tbody>
</table>

### Sedentary: 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.

- **Occasional**: Up to 10#  
- **Frequent**: Negligible  
- **Constant**: 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.

- **Occasional**: Up to 20#  
- **Frequent**: Up to 10# or requires significant walking or standing, or requires pushing/pulling of arm/leg controls  
- **Constant**: Negligible or constant push/pull of items of negligible weight
## UW HEALTH JOB DESCRIPTION

<table>
<thead>
<tr>
<th>Level</th>
<th>Description</th>
<th>20-50#</th>
<th>10-25#</th>
<th>Negligible-10#</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medium:</td>
<td>Ability to lift up to 50 pounds maximum with frequent lifting and/or carrying objects weighing up to 25 pounds.</td>
<td>20-50#</td>
<td>10-25#</td>
<td>Negligible-10#</td>
</tr>
<tr>
<td>Heavy:</td>
<td>Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.</td>
<td>50-100#</td>
<td>25-50#</td>
<td>10-20#</td>
</tr>
<tr>
<td>Very Heavy:</td>
<td>Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.</td>
<td>Over 100#</td>
<td>Over 50#</td>
<td>Over 20#</td>
</tr>
</tbody>
</table>

List any other physical requirements or bona fide occupational qualifications:
Following are the core organizational performance standards against which all employees in the organization will be held accountable. University of Wisconsin Hospital and Clinics is committed to the highest standard of Customer Relations principles for its patients, visitors and fellow staff members. Staff will serve as role models by practicing exemplary behaviors when working with patients, visitors, and fellow staff members.

1. Competent. Perform in your position with the required knowledge, ability and skill.
   1.1 Always perform so you meet or exceed job requirements.
   1.2 Comply with all relevant standards, regulations, policies and procedures.
   1.3 Know how to use the technology required for your job.
   1.4 Put the safety and welfare of patients and families first.
   1.5 Provide quality service at all times. Strive to exceed expectations and always follow through on commitments.
   1.6 Be pleasant, friendly, respectful and helpful with all customers, including co-workers.
   1.7 Be professional and polite when resolving difficult situations.

2. Accountable: Take responsibility for outcomes, including the care and welfare of others, and the effective operation of the department or work unit.
   2.1 Take personal responsibility for decisions and results. Seek or accept guidance when needed.
   2.2 Report adverse events or unsafe conditions to ensure patient and workplace safety.
   2.3 Promptly complete all documentation needed for your job.
   2.4 Use UWHC resources responsibly.
   2.5 Hold yourself and others accountable for doing the right thing.
   2.6 Keep patient information confidential.
   2.7 Form professional, not personal, relationships with patients and families. Never burden patients or their families with personal issues, concerns or disagreements.

3. Commitment to Excellence. Strive to achieve the highest standards in all areas of performance.
   3.1 Actively support UWHC’s mission, vision, values and strategic goals. Take pride in the organization as if you own it.
   3.2 Go the extra mile to meet patient/customer needs.
   3.3 Do your best to give the highest quality care and service.
   3.4 Learn from the excellence of others.
   3.5 Participate in unit and department-level activities to improve performance.
   3.6 Be open to new ideas and ways of doing things.
   3.7 Work to improve your performance through openness to feedback, coaching and mentoring.
   3.8 Keep learning new skills related to your job.
   3.9 Build positive lasting relationships with our customers.

4. Creative Leadership. Guide others and shows the way. Use your influence to help meet goals and achieve results.
   4.1 Let UWHC’s values and performance standards shine through you.
   4.2 Set a positive example for others in all aspects of performance.
   4.3 Take initiative to overcome barriers and find creative solutions to problems.
   4.4 Ensures that solutions respond to customer needs first; include the customer in the decision-making process when appropriate.
   4.5 Celebrate successes and gives credit to co-workers.

5. Teamwork. Work with others to achieve common goals.
   5.1 Be courteous, kind, honest and respectful with co-workers. Be aware of and accept cultural differences.
   5.2 Praise in public and give constructive feedback in private using respectful language.
   5.3 Include patients and families in your teams to achieve safe, patient-centered care.
   5.4 Recognize how your actions affect the operations and finances of other departments and the organization as a whole.
   5.5 Work cooperatively with staff in other departments.
   5.6 Always use a professional tone and chose the most effective way to send a message—by e-mail, telephone or in person.
Core Management Skills: Skillfully handle the operations of your division or work unit.

Lead and Develop Colleagues

6.1 Live our organization’s mission, vision, and values. Contribute to a positive culture.
6.2 Create an environment in which differences among people are valued and encouraged.
6.3 Demonstrate credibility, respect and fairness.
6.4 Ensure that recruitment practices support UWHC’s mission, vision, values, performance standards, culture and goals.
6.5 Sets clear expectations aligned to UWHC’s strategic plan.
6.6 Hold staff and colleagues accountable for their performance.
6.7 Provide specific, ongoing and timely feedback to employees. Conduct timely and meaningful performance appraisals to enhance performance.
6.8 Disseminate important organizational messages through regularly scheduled staff meetings.
6.9 Encourage employees to develop skills and provide the time for them to do so.
6.10 Identify future leaders and promote their development.
6.11 Embrace the role of a coach. Offer nonjudgmental guidance on behaviors, skills and accountability to help employees continually improve performance.
6.12 Freely share knowledge and expertise with co-workers and colleagues.
6.13 Hold staff and colleagues accountable for patient and workplace safety.

Manage Operations

6.14 Establish departmental goals and objectives congruent with the needs and goals of the organization.
6.15 Benchmark industry best practices to maintain UWHC’s record and reputation for excellence.
6.16 Act with discretion and sound judgment and involve key stakeholders in decision-making.
6.17 Makes decisions following analysis and thoughtful consideration after input from a range of constituents, as appropriate.
6.18 Use customer feedback to improve operations and the customer’s experience.
6.19 Complete projects on time, within budget, and meeting or exceeding desired quality standards.
6.20 Manage revenues and expenses to maintain appropriate operating margin and meet budget targets.
6.21 Ensure continuous survey readiness.
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,

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

**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. 

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.