

UW HEALTH JOB DESCRIPTION

POSITION SPECIFICS				
Title: Program Manager, Palliative Care & Business Operations			Department/Number: Oncology / Palliative Care	
Reports to: Director, UWHC Oncology			Position Number:	PD Status: Replace Same Duties
Job Code: 2461	FLSA Status: Exempt	FTE: 1.0	Bargaining Unit: 99-Nonrep	
Manager Approval: S Orzechowski Date: 9-13			HR Approval: CJU 9-13	
POSITION SUMMARY				
<p>The Program Manager reports to the Director for the Oncology Service Line and also receives direction from the Business Planning and Analysis Manager. This joint reporting relationship facilitates the work of the Program Manager to focus on the needs of the service line, while accessing appropriate analytical resources and guidance in Business Planning and Analysis that are aligned with overall UWHC strategic information, data stores, analytical methods, and products.</p> <p>The Program Manager is responsible for providing professional level administrative support for all operational and management activities in the following areas: oncology ambulatory operations, human resources, financial management, program development, cancer program affiliates, marketing and facilities. Activities include the following:</p> <ul style="list-style-type: none"> • Support effectiveness of planning, marketing, operations, and financial management for the Oncology Service Line. Provide project management for business plan development. Complete activity, financial, and market analysis to support planning efforts, operations management, and improvement initiatives. • Collaboration and integration with all others required to effectively fulfill the mission of UWHC. The incumbent will work with all members of the UWHC administration, and representatives of the UW Cancer Center, UW Medical School, UW Medical Foundation, and external organizations with whom UWHC has a continuing service relationship. • Incumbent will work with University Health Care to provide support, program integration with UW, and problem solving, of the Cancer Center Regional Affiliates. <p>This position will also provide administrative leadership, supervision, and management for the clinical, research, and service activities of the Palliative Care Program. The Program Manager is responsible for the following administrative activities:</p> <ul style="list-style-type: none"> • Responsibility for the annual operating and capital budget process for cost center; collaboration with the appropriate; establishment of an organized flow of all financial data for the Palliative Care Program. • Participation in the development of promotional materials and programs for marketing the Palliative Care Program. • Providing administrative support for the quality improvement activities of the Palliative Care Program and preparations for required certification of the Palliative Care Program by outside regulatory agencies. <p>The administrative functions of this position will be performed in alignment with the mission, institutional goals and policies and procedures of the UWHC and will be coordinated with the Director of Oncology Programs for the UWHC.</p> <p>A wide variety of internal and external contacts are involved in the performance of the duties of this position. The Program Manager will interact daily with medical, nursing, technical, and allied health professionals, case managers and other representatives of third party payor organizations, and patients and their family members.</p> <p>Independent thinking, strong management and team building skills, and a high degree of problem solving and innovation are required to resolve complex and unanticipated problems while performing daily tasks.</p> <p>The incumbent is expected to identify and resolve problems with a minimum of direction. A wide variety of internal and external contact relationships are involved in performance of the duties of this position and the incumbent interacts with employees at all levels. Organizational skill is crucial to successful performance. Analytic skill and data handling ability are critical to support data driven decision making in all areas of the service line. Substantial portions of the normal duties required of the incumbent are confidential. The incumbent has access to and knowledge of UWHC's strategic plan and other confidential information.</p>				

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MAJOR RESPONSIBILITIES

Supervise and manage all Palliative Care Program Staff.

Assist in development of training and professional development plan for staff.

Develop and implement policies and procedures, including clear delineation of expectations and responsibilities of each staff member. Ensure that staff members comply with expectations.

Develop and implement systems for clear communication within both the adult and the pediatric Palliative Care Programs, and with other UWHC, UHC, UWMF, and UWCCC departments, and with outside agencies.

Promote and implement a teamwork approach for the Palliative Care Program. Develop, implement and maintain an effective back-up coverage system for Palliative Care Program staff.

Manage a system to schedule patient appointments with referring physicians, obtaining necessary demographic, financial and medical information. Ensure that written notification of appointment is provided to both patient and referring physician, and that patient information is provided to new consults.

Manage the Palliative Care databases and outcomes reporting for the Palliative Care program.

Develop and implement effective systems for coordination and communication between the Pediatric Hematology/Oncology/Palliative Care Program and the adult Palliative Care Program.

Administer Human Resource policies, in accordance with the UWHC standards, for staff of the Palliative Care Program. This includes assuring the following documents are accurate and current: job descriptions, performance evaluations, and vacation/sick leave reports. Coordinate vacation requests, ensuring that all necessary personnel, within and outside the Palliative Care Program, are informed of scheduled absences.

Develop and monitor the budget, which includes oversight of the purchase of all supplies and equipment and payments to outside vendors. This requires interaction with Purchasing, Accounts Payable and Budgeting.

Responsible for charges and billing (develop, implement, and monitor system) for clinical activities of the Palliative Care Program.

Develop and manage a system for identification, tracking and communication of which procedures, tests, drugs, etc. are covered under insurance contracts for each patient, to prevent the ordering of unreimbursable activities.

Develop and oversee systems for the patient billing activities for revenue generating procedures listed. This requires interaction with appropriate Fiscal Affairs departments for the development of new procedure fees and the activation of these charges.

Facilitate communication between the UW Palliative Care Program and third party payors.

Provide general information and program statistics to patients, referring physicians, and third-party payers.

Assist in the development and preparation of information and data for centers of excellence applications (annually), website, and the University Health System Consortium (UHC) Surveys.

Coordinate efforts to manage costs of routine patient care by monitoring expenditures (e.g. laboratory, pharmacy, blood bank, utilization of consultants), sharing this information with the team, and working with the clinical team to develop strategies to minimize unnecessary expenses while maintaining high quality patient care and good outcomes.

Identify teaching/program needs of patients and their families, coordinating existing UWHC services or developing new services for patients and families.

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Collaborate with physicians, clinical coordinators, nurses and other staff in preparing written materials and conferences regarding UWHC activities for presentation to insurance company case managers, referring health care providers, and other representatives of the health care community.

Participate in the development of promotional materials for the UWHC Palliative Care Program.

Responsible for collaborating with other members of the team in preparations for the required certification of the Palliative Care Program by outside regulatory agencies, including TJC.

Participate in local, regional, and national conferences regarding the business and administrative aspects of managing Palliative Care Programs.

Collaborate with multi-disciplinary team members in the development of treatment and patient care protocols to include standardized pre-printed admission and chemotherapy orders for patients.

Business/Program Planning:

- Provides project management and analytic support for business and program planning for the Oncology Service Line. Will provide support in the coordination of the planning process, and the development of strategies to achieve goals. Prepare meeting agendas and materials and facilitate planning meetings. Perform quantitative and qualitative research to support plan development.
- Develop activity and financial forecasts (pro forma development) for business planning efforts.
- Prepare business plans documents for program and business opportunities.
- Develop a process to assure timely communications to stakeholders about the status of projects being planned or implemented.
- Establish monitoring process for tracking performance of new programs to facilitate programmatic adjustments needed to assure accomplishment of programmatic objectives. Produce monitoring reports and/or performance scorecards.
- Supports our Regional UWCCC Affiliate relationships in cooperation with UHC and provides assistance in planning and integration with UW Cancer Program.

Operational Improvement:

- Provide leadership in continuous quality improvement by leading and facilitating CQI teams on an assigned basis.
- Perform analysis of various aspects of operations, monitors trends and reports accordingly to the Director, Oncology Service Line.
- In collaboration with Managers and Director, develop and implement efforts to improve operational performance on a project basis.
- Identify and/or evaluate business opportunities and collaborative relationships that will advance the vision and goals of the department.
- Collect and utilize operational and bench marking data to set targets for improvements in customer services, productivity, and control of costs. Prepare appropriate reports, statistics, and conducts surveys in order to evaluate departmental operational and fiscal performance.
- Performs root cause analysis to understand financial performance of the service line and identify opportunities for improvement.
- In collaboration with managers and director, develop a balanced operational scorecard by providing access to centrally maintained data.
- Supports operational improvement through bench marking programs, member queries, and research studies.
- Manage and provide status reports to the Director, Cancer Service Line regarding assigned projects being considered or implemented.
- Administer the daily operations of assigned departments as needed to provide backup coverage.

Resource Management:

Capital Budget Control

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- Monitor capital expenditures against budget and regularly reconcile with purchasing and fiscal.
- Participate in the development of annual capital plan.
- Perform return on investment analysis for threshold capital requests.
- In collaboration with the Technology Assessment Coordinator, provide staff support to the Technology Assessment Committee, developing return on investment analyses for the consideration of new and innovative clinical technology for the Oncology Service Line.

Operational Budget Control

- Assists in the preparation and management of annual operational budgets in assigned areas.
- Participate in developing and implementing training for service line managers in the budget process as a component of a roll-out plan for annual budgeting, and operational practices to assure appropriate charge master management, reduction of cost charges and timely submission of change data.

Service Provider:

- Establish a strong cooperative relationship with the Cancer Management team by providing the information, tools and services necessary to carry out their management responsibilities and to ensure that their processes are compatible with and support the needs of the UWHC.
- Provide a high standard of customer service to the UWHC administration, Cancer Center physicians and representatives of the UW Medical School, UW Medical Foundation, and external organizations such as UHC and our Cancer Center Affiliates.

Miscellaneous

- Responsible for other miscellaneous duties as assigned.

POSITION REQUIREMENTS

Education	Minimum	Bachelor's degree from an accredited college or university in nursing, health care administration, allied health sciences or other relevant field.
	Preferred	Masters degree.
Work Experience	Minimum	<ul style="list-style-type: none"> • 3-5 years relevant work experience in administration of a clinical/fiscal program, preferably in a multidisciplinary setting within an academic institution. • Experience in fiscal management of a clinical program, including budgeting, billing, and the process of obtaining insurance prior authorization for clinical services. • Minimum of 2 years' experience in supervision of health care staff.
	Preferred	
Licenses & Certifications	Minimum	
	Preferred	
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> • Knowledge of the principles and practices utilized in health care administration and management. • Knowledge of and ability to use and/or learn various computer software applications, such as Paradox, MS Office Suite, word processing, spreadsheet, and data base. • Ability to communicate effectively. • Ability to utilize excellent customer service skills both internally and externally, and sensitivity to the unique needs of patients, their families and other related individuals. • Effective organizational, planning, scheduling and project management abilities. • Strong management and team building skills.

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PHYSICAL REQUIREMENTS				
Indicate the appropriate physical requirements of this job in the course of a shift. <i>Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.</i>				
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 be 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
	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#