

UW HEALTH JOB DESCRIPTION

Program Manager, Culinary Medicine

Job Code: 432005	FLSA Status: Exempt	Mgt. Approval: M. Waltz	Date: February 2024
Department: Clinical Nutrition		HR Approval: S. Whitlock	Date: February 2024

JOB SUMMARY

The Program Manager, Culinary Medicine works in close collaboration with the leadership team of Nutrition Operations to develop culinary programs and services that utilize multi-modality delivery methods and aligns with the UW Health's population health strategies and priorities that support ambulatory operations. This leadership position has oversight of the content development, program administration for new programs and services related to Culinary Medicine and includes oversight of the Learning Kitchen at UW Health's East Madison Hospital, as well as the medically tailored meal program and services.

This role is highly visible and requires a high degree of professionalism and coordination to direct the planning, implementation, and evaluation of programs, and works with a variety of partners across the health system. This position works in close collaboration with the primary care physicians, diabetes educators, lifestyle medicine specialists, and specialty care medical teams to ensure the Culinary Medicine program is appropriately supporting patient and family needs and patients are referred to additional medical specialties and support services. The Program Manager, Culinary Medicine is responsible for partnering with cross functional partners to identify community outreach needs to ensure the programs and services are accessible in locations and modalities that best meet the patient and family needs.

The Program Manager, Culinary Medicine works collaboratively with the Clinical Nutrition Services staff to ensure clinical core competency is maintained and is responsible for the day-to-day operations protocols and process workflows to ensure the service delivery, quality assurance, billing regulations, and patient access needs are met. The incumbent will use available analytics to assess the productivity of the specific services and to identify the need for additional services to ensure delivery of high-quality Culinary Medicine program. At its core the role of the Culinary Medicine Program Manager is to bring the world-class patient experience for Culinary Medicine to UW Health to support the people of Wisconsin and beyond.

MAJOR RESPONSIBILITIES

- Collaborate with cross functional leadership teams for strategic program planning, including identifying priorities, setting goals, and defining success.
- Manage the implementation of comprehensive Culinary Medicine program that supports patient care and provider education by regularly engaging multiple partners from across the UW Health enterprise.
- Interface and collaborate frequently with Department leadership, Department faculty, and UW Health's Ambulatory Operations leadership and staff to identify, establish, and monitor strategic clinical Culinary Medicine services and delivery modalities.
- Collaborate with partners to ensure that Culinary Medicine services are accessible to patients, pertinent information is shared and exchanged, and issues are resolved in an appropriate and timely manner.
- Develop and implement operational plans, clinical service schedules, and establish and monitor deliverables related to the Culinary Medicine program activity.
- In conjunction with the Department's Leadership team, the Wellness, Fitness and Integrative Health leadership team, and UW Health Marketing and Public Affairs leadership and staff, develop marketing plans targeted at referring providers and potential patients.
- Engage partners to market Culinary Medicine services as identified by key partners and align with the UW Health strategic plan.
- Engage in regular review of the Culinary Medicine performance utilizing indicators such as market share, referral trends, and clinical volume.
- Identify and resolve complex or recurring operational problems and consult with the appropriate partners when necessary.
- Develop and provide a patient care delivery system that encourages professional practice of staff and results in quality, cost effective care outcomes.
- Demonstrate clinical knowledge by acting as a clinical resource to staff and consult to other departments.
- Identify clinical indicators to measure and evaluate quality care. Assure that appropriate quality monitoring occurs and that findings are used to improve practice.
- Develop and implement tactical provider communication plans tailored to each programmatic area and provider within the Department to ensure the Culinary Medicine program and services are viewed as a viable resource option for patients under their care.

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- Work with internal staff to regularly and consistently connect Culinary Medicine services across the UW Health system of care.
- Outreach to internal target markets to directly engage nursing staff, physicians, administrators, and other partners.
- Meet regularly with managers and staff across the organization to facilitate customer relations with regard to oversight of the Culinary Medicine program and services.
- Identify educational needs and consult with content experts to develop and implement new and innovative educational plans that support the delivery of high-quality medical and staff education regarding the Culinary Medicine program and services.
- Ensure inventory management is aligned with best practice and equipment is appropriately maintained.
- Review quarterly quality data and coordinate activities as needed to address any data concerns.
- Identify, develop, and implement unique opportunities for patient- and community-focused activities using an equity lens to ensure programming meets the needs of patients and families from all backgrounds.
- In collaboration with the staff, providers and leaders develop measurable, reasonable and market-oriented program goals that reflect those of Population Health.
- Collaborate with Population Health staff to analyze data and lead/support project management in planning, implementing, and evaluating, Culinary Medicine programs and services including financial/market analysis.
- Determine that the current and future direction for the Culinary Medicine program is based on ongoing program evaluation, market analysis, provider and clinician practice and reimbursement trends and fiscal viability.
- Using UW Health performance management tools, establish measurable performance goals and targets, monitor performance, and drive accountability for all activity related to the Culinary Medicine Program and services.
- Identify professional strengths and areas for growth and demonstrate professional development through formal and informal learning experiences.
- Maintain knowledge of current trends and practices in lifestyle medicine through resources such as literature review and professional networking.

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

JOB REQUIREMENTS

Education	Minimum	Bachelor's degree in culinary arts, nutrition, dietetics or related field
	Preferred	Master's degree in culinary arts, nutrition, dietetics or related field
Work Experience	Minimum	Three (3) years of experience in dietetics, education, culinary arts, restaurant management, or food service.
	Preferred	Two (2) years experience teaching and/or program development in Culinary Arts, Culinary Medicine or Lifestyle Medicine.
Licenses & Certifications	Minimum	
	Preferred	Registered Dietitian by the Commission on Dietetic Registration. Certified Dietitian in the State of Wisconsin and Illinois Certified Executive Chef (CEC)
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> • Excellent verbal and written communication skills, including cooking demonstration skills. • Ability to work cross functionally across complex organizational structures, independently research issues and make effective recommendations using critical thinking skills. • Skilled at using an equity lens to evaluate programs and processes. • Effective analytical ability to solve complex problems and issues. • Track record demonstrating ability to function independently and as a team member, and consistently deliver quality outcomes. • Knowledge of interdisciplinary medical and support team models of care. • General knowledge of the principles and practices of human resources management. • Excellent organizational skills and attention to detail. • Proficient in use of various business software applications (MS Outlook, Word, Excel, and PowerPoint, including social media platforms).

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,

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

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.