

UW HEALTH POSITION DESCRIPTION

POSITION SPECIFICS	
Title: Program Manager, Patient and Family Centered Care	Department/Number: Patient Relations/10040
Reports to: Director, Patient Relations and Pt/Family Partnerships	
Job Code: 2447	FLSA Status: Exempt
Manager Approval: H Scherer-Jones Date: 10.2016	HR Approval: K Sawyer Date: 10.2016
POSITION SUMMARY	
<p>The Program Manager, Patient and Family Centered Care promotes patient- and family-centered care (PFCC) throughout UW Health and is responsible for furthering patient and family advisor (PFA) involvement in UW Health initiatives through the successful management of the PFA Partnership Program. The Program Manager will collaborate with others to create a culture of PFCC at UW Health, and will participate in PFCC education coordinated through the UW Health Learning and Development Department. The Program Manager will coordinate, track, orient and recruit PFAs. The Program Manager, will additionally assist in providing support and coordination for UW Health Patient & Family Advisory Councils (PFACs) as requested, including serving as a staff advisor to these groups. This position is responsible for helping integrate PFA partnerships that include the perspectives of patients, families, and staff so as to provide the safest and highest quality of care. The coordinator will collaborate with others involved in PFCC and PFACs activities throughout UW Health.</p>	
MAJOR RESPONSIBILITIES	
<ul style="list-style-type: none"> • Assists in implementing and directing the development of UW Health-wide improvements in the delivery of patient- and family-centered care • Assists in creating, implementing and monitoring mechanisms for ongoing collaboration with patients and family members • Supports the PFA infrastructure and coordinates PFA involvement by: <ul style="list-style-type: none"> ○ Reviews all PFA applications and provides guidance to those involving PFAs in their work ○ Assists in creating a standardized interview/screening process and training program for PFAs and conducts training sessions with PFAs on a regular basis. ○ Ensures that PFAs complete a confidentiality agreement and are in compliance with all programmatic policies and procedures and regulations. ○ Ensures that PFAs reflect the gender, race and ethnicity of the patient and family member populations we serve, while also collaborating with community partners to gain the patient perspective of those demographic groups that are not adequately represented in the PFA population. ○ Works with the UW Health L & D to create and deliver standardized education and toolkits for employees. ○ Ensures that all employees who request PFAs have received appropriate tools to prepare for PFA engagement. ○ Reviews and fills PFA requests made by employees and faculty and guides them in their appropriate partnership with PFAs ○ Tracks each PFA's current/past involvement. ○ Follows up with PFA sponsors on projects post-completion. ○ Serves as the first resource for questions from potential and current PFAs as well as staff and faculty, including our state, regional and national colleagues. • Assists in developing remote training (and support) for staff that work at remote UW Health locations and will be embarking on PFA engagement activities. Delegates these centralized resources (i.e. interviewing, training, etc. for staff) to ensure a consistent process across UW Health. • Serves as a member of UW Health PFCC-related Steering Committee(s) to ensure a UW Health Coordinated approach to all PFA activities. • Maintains oversight of the PFA tracking database to support the proposed infrastructure and provides regular reports regarding PFA engagement across UW Health to senior leadership. • Serves as Co-Chair of the UW Health PFAC which includes attending meetings, planning agendas (with the UW Health PFAC Planning Committee), tracking accomplishments, communicating with UW Health staff regarding PFAC activities, tracking how feedback is used, preparing guests for PFAC meetings, approving PFAC minutes, and providing other support work as needed. • Assists in ensuring ongoing communication with employees and faculty about the existence of PFAs, their role in the organization, and best practice related to PFA partnering, including the upkeep of the PFA Partnership Program homepage (internal and external) and the publication of the annual Progress Report. • Serves as a general informational resource related to PFCC, PFAs and PFACs to other PFACs, employees, and faculty within the UW Health Community and beyond. 	

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- Chairs the “UW Health PFAC Coordinating Committee” to promote and support the community of PFACs at UW Health.
- Chairs the Guiding Council for the PFA Partnership Program, gathering data to measure success of and satisfaction with the program while also implementing improvements, as needed.
- Successfully implements the Annual PFA Appreciation Event, as well as ongoing recognition strategies for PFAs and those who partner with PFAs.
- Investigates and implements opportunities for PFAs to become involved remotely (to accommodate PFAs who are unable to travel).
- Explores opportunities to securely share information electronically with PFAs.
- Coordinates and evaluates current PFA recruitment mechanisms and actively seeks to increase the diversity of our PFAs to match our patient population.
- Continually researches best practices and external funding sources for PFA involvement and PFCC.
- Listens to the patient and family’s perspective and honors their culture; respects the diversity of all individuals and utilizes interpreter services per policy.
- Adheres to Service Standards
- Provides exceptional customer service
- Adheres to Organizational policies and procedures

All duties and requirements must be performed consistent with the UW Health Performance Standards.

POSITION REQUIREMENTS

Education	Minimum	Bachelors degree in public policy, healthcare administration, health education or related health field
	Preferred	Master degree in healthcare
Work Experience	Minimum	<ul style="list-style-type: none"> • 3 experience working in a healthcare environment • Experience in programs that focus on patient/family-centered care
	Preferred	<ul style="list-style-type: none"> • Experience working with patient and family centered care in a complex health care environment such as an academic medical center or large teaching hospital • Experience facilitating groups and doing presentations • Experience working with volunteers or Volunteer Services/Management • Work experience in Learning, Development, and/or Staff Education. • Work experience leading initiatives using quality improvement methodology (ie: PDCA)
Licenses & Certifications	Minimum	
	Preferred	
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> • Mastery of a variety of communication modalities to include verbal communication, leading meetings, making formal presentations, and writing complex documents in an easy to understand manner • Excellent organizational skills • Ability to manage both PFA volunteers and paid employees. • Strong interpersonal skills to work productively with all levels of hospital personnel and patients and families, and manage complex relationships over time. • Strong active listening skills and ability to identify articulated and unarticulated needs of patients, families, and staff to ensure proper follow up • Highly flexible with the ability to manage and respond to changing priorities. • Demonstrates potential to be perceived as a caring, sensitive, and

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	<p>thoughtful individual</p> <ul style="list-style-type: none"> • Project management skills including the ability to define program, project, or process objectives; identify stakeholders and their interests; plan steps; coordinate and allocate human, technological and fiscal resources to accomplish goals and objectives in a resourceful yet timely manner • Strong computer and technology-related skills. Must know Microsoft Word, PowerPoint, Excel, Publisher, etc. Must also be experienced and proficient with database management, database reporting, and survey assessment. • Strong analytical skills • Solid understanding of process improvement methodologies. • Ability to work in an independent and self-directed manner as appropriate • Demonstrates potential to embrace the UW Health mission, vision, and values
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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. **N/A**

	Infants (Birth – 11 months)		Adolescent (13 – 19 years)
	Toddlers (1 – 3 years)		Young Adult (20 – 40 years)
	Preschool (4 – 5 years)		Middle Adult (41 – 65 years)
	School Age (6 – 12 years)		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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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
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 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	Over 100#	Over 50#	Over 20#

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	objects weighing over 50 pounds.		
List any other physical requirements or bona fide occupational qualifications:		•	

Work/Environmental:

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.