

UW HEALTH JOB DESCRIPTION

PROGRAM MANAGER, POPULATION HEALTH

Job Code: 423002	FLSA Status: Exempt	Mgt. Approval: R. Lankton	Date: May 2023
Department: Population Health		HR Approval: J. Olson	Date: May 2023

JOB SUMMARY

The Program Manager, Population Health is responsible for designing and managing the implementation, operations, and evaluation of Population Health initiatives across the UW Health enterprise. The Program Manager has a high degree of skill in project management, stakeholder engagement, and communications. This role works collaboratively with Population Health leadership and cross-functionally with system ambulatory, inpatient, and community leaders to support the development and implementation of high-value programs in a manner that ensures goals are met.

The individual in this role is expected to incorporate continuous process improvement into daily work, using critical thinking and problem-solving skills to address opportunities for improvement while promoting engagement of stakeholders in solution development. The Program Manager provides oversight in planning, organizing, and executing the work of Population Health programs. This includes determining the needs and scope of projects, planning and coordinating timelines and milestones with stakeholders, tracking and managing deliverables, and measuring and evaluating project outcomes and effectiveness. The Program Manager is responsible for the appropriate allocation of resources with the Office of Population Health to ensure successful and timely completion of projects and deliverables and achievement of key milestones and goals for their area of responsibility.

MAJOR RESPONSIBILITIES

1. Manage a portfolio of population health projects and initiatives to meet the Quintuple Aim of better care for individuals, better health for populations, smarter spending through improvement, improved health equity, and care team well-being within Population Health and cross-functional teams from across the UW Health enterprise.
2. Act as a liaison between project teams and applicable departments to ensure project deliverables are completed on time with high quality.
3. Lead the evaluation and operational monitoring of Population Health initiatives and projects.
4. Plan, coordinate, assign, and account for work of team members.
5. Develop ongoing communication plans with Population Health work groups, Ambulatory Operations, Inpatient Operations and Post-Acute, Patient Resources, Center for Clinical Knowledge Management, health plans, and community partners.

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

JOB REQUIREMENTS

Education	Minimum	Bachelor's degree in Health Care Administration, Public Health, Social Work, Business Administration, Industrial Engineering, Economics, or related field
	Preferred	Master's degree in Health Care Administration, Public Health, Social Work, Business Administration, Industrial Engineering, Economics, or related field
Work Experience	Minimum	<ul style="list-style-type: none"> • Three (3) years of experience in population health, healthcare management, or public health • Project or program management experience, including program/project development and monitoring
	Preferred	<ul style="list-style-type: none"> • Five (5) years of experience in population health, healthcare management, or public health • Experience working in an academic health system or integrated healthcare delivery system • Previous management/supervisory experience
Licenses & Certifications	Minimum	
	Preferred	
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> • A high degree of professionalism and competency working with a variety of individuals at all levels • Demonstrated ability to lead diverse teams to achieve outcomes as well as form and maintain collaborative relationships

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	<ul style="list-style-type: none"> • Knowledge of diverse communities and cultures and culturally responsive practices in community engagement • Strong organizational skills and ability to coordinate people and projects in a fiscally responsible manner • Serve as an expert in community health seminars, panels, and committees at the county, regional, and statewide level • Ability to work effectively as a liaison with community-based organizations, health care providers, and government agencies • Team-based management and leadership skills • Ability to work independently and prioritize work • Strong written, verbal, and lecture communication skills • Excellent facilitation skills • Demonstrated ability to develop, implement, and evaluate health care and/or community health programs • Ability to deploy appropriate data sources, analysis methods, and effective communication of analytical results • Ability to identify data needed for both assessment and decision-making purposes • Proficient in the use of software programs such as word processing, email, and data spreadsheets
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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,

	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 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
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 objects weighing over 50 pounds.	Over 100#	Over 50#	Over 20#

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Other - list any other physical requirements or bona fide occupational qualifications not indicated above:	
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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.