

UW HEALTH JOB DESCRIPTION

Program Manager – Telehealth Operations

Job Code: 303004	FLSA Status: Exempt
Mgt. Approval: T. Neely Date: 6.2016	HR Approval: nnl Date: 6.2016

JOB SUMMARY

Under the direct supervision of the Director of UW Health Telehealth, the Program Manager - Telehealth Operations leads the development and coordination of all operational projects. The incumbent develops and enforces operating protocols and standards, ensuring an effective, scalable telehealth network. The Program Manager is responsible for providing leadership, directing, evaluating, and providing feedback to professional level employees who participate in the operations of the Telehealth program. The incumbent may serve as manager for up to 2 direct reports.

MAJOR RESPONSIBILITIES

- Works closely with the Director of Telehealth in the development, growth, and sustainability of the UW Health Telehealth Program. Responsible for clinical stakeholder adoption and incorporation of workflows in standard work. In concert with administrators and physicians continuously refine and improve telehealth operational approaches that reflect and anticipate changes in technology and healthcare delivery systems.
- Provides planning, direction, leadership and advanced expertise in the operation of complex computer and Telehealth services. Formulates, develops and oversees the implementation of all new services.
- Working closely with the Director of Telehealth, and clinical experts throughout UW Health, fosters and supports the creation of new Telehealth programs and products.
- Serves as UW Health’s primary point of contact for clinical projects, manages telehealth coordinators and workforce planning needs to keep pace with a rapidly expanding program.
- Works closely with Regional Development and Marketing representatives to market and successfully sell program and services to partners throughout WI and beyond.
- Monitor and evaluate consumer and internal clinician experience related to direct to Consumer care, including care coordination, chronic care management, wearable device management, and other applications of care as developed.
- Lead the development of key metrics to track and report clinical outcomes.
- Excellent communicator, able to work in a complex matrix environment communicating with senior leaders from operations, finance, IS, HR, to front line staff.
- Develops a working knowledge of local and regional healthcare providers and organizations.
- Maintains professional affiliations and is expected to pursue independent study as well as formalized training to enhance professional growth and development to keep current on telehealth industry trends and legislation.
- Local and regional travel may be required infrequently.

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

JOB REQUIREMENTS

Education	Minimum	BA/BS in Nursing, Healthcare Administration, Public Health, Business Administration, or related healthcare field is required.
	Preferred	Master’s Degree in Nursing, Healthcare Administration.
Work Experience	Minimum	<ul style="list-style-type: none"> • Three years of professional experience with telehealth, or five years of progressively responsible experience in healthcare industry. • Experience with the development and support of telemedicine programs.
	Preferred	Demonstrated success in progressive supervisory or managerial positions. Healthcare related clinical experience. Experience working in an ambulatory care setting. Epic experience.
Licenses & Certifications	Minimum	
	Preferred	
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> • Previous experience with telehealth is highly desirable. • Knowledge of the principles and practices utilized in business or healthcare management and operations. • Knowledge and ability to effectively utilize negotiation techniques and practices in order to effectively advocate for the interests of UW Health. • Previous experience with hospital/academic medical center and clinic care management environments, operations, language and economics. • Ability to exercise a high degree of independence, initiative, judgement, discretion

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	<p>and decision-making to achieve program objectives.</p> <ul style="list-style-type: none"> Ability to work in a highly complex matrix environment and ensure consistent quality delivery of services and maintain a high level of patient and provider satisfaction. Excellent organizational and time management abilities. Excellent oral and written communication skills. Effective organizational, planning, controlling, scheduling and project management abilities in a complex healthcare environment. Effective managerial and administrative abilities as applied to the management of a Telehealth program. Excellent interpersonal skills to develop collaborative alliances throughout UW Health and outside healthcare organizations. Ability to effect collaborative alliances and promote teamwork. Current WI Driver's license, proof of insurance, and a clean driving record.
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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)	<input checked="" type="checkbox"/>	Adolescent (13 – 19 years)
	Toddlers (1 – 3 years)	<input checked="" type="checkbox"/>	Young Adult (20 – 40 years)
	Preschool (4 – 5 years)	<input checked="" type="checkbox"/>	Middle Adult (41 – 65 years)
	School Age (6 – 12 years)	<input checked="" type="checkbox"/>	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.

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#
List any other physical requirements or bona fide occupational qualifications:			

Work/Environmental: Moderate noise level consistent with an office environment