

UW HEALTH JOB DESCRIPTION

RN CLINIC SUPERVISOR

Job Code: 802018	FLSA Status: Exempt	Mgt. Approval: A. Rizzo	Date: October 2020
Department: Ambulatory Operations, Service-line, Pediatrics, Regional, TAC		HR Approval: J. Olson	Date: October 2020

JOB SUMMARY

The RN Clinic Supervisor is responsible for assisting in leading the daily clinical functions in an Ambulatory setting. The position provides direction and leadership to ensure UW Health meets the 'Quadruple Aim' of great patient care and improved population health within an efficient cost structure while improving the work life of providers and staff. Principal responsibilities include operations, establishing and maintaining clinical standards of care, management of staff and resources, facilitating research and education, and maintaining compliance with all policies, procedures, and regulations. The role establishes quality improvement efforts to support the delivery of patient and family focused care and knowledge-based decision making as the framework for superior delivery of care. The RN Clinic Supervisor facilitates communication, coordination, and collaboration among disciplines regarding the identification, planning, and provision of high quality, cost-effective care. The RN Clinic Supervisor is a resource within the institution and to the community in his or her area of expertise. The Supervisor reports to the RN Clinic Manager or Clinic Manager and typically supervises the RN and/or MA staff within the clinic.

MAJOR RESPONSIBILITIES

Clinical Practice and Leadership

- Assist the RN Clinic Manager or Clinic Manager in leading the day-to-day operation and coordination of patient care services.
- Assist the RN Clinic Manager or Clinic Manager in leading the clinic to improve patient, provider, and staff satisfaction.
- Analyze clinical practice and identify opportunities to increase quality, safety, effectiveness, and efficiency.
- Identify clinical indicators to measure, evaluate, and improve care.
- Assure that patient/family centered care is provided within Clinics and the Nursing Department's established standards.
- Submit reports and complete regulatory documentation as requested.
- Assure compliance with applicable ambulatory service standards and clinic accreditations.
- Initiate the development and revision of policies and procedures specific to the programs of care.

Nursing Practice Oversight

- Maintain compliance with all clinical policies, procedures and regulations.
- Supervise registered nurses and other healthcare providers who deliver nursing care.
- Responsible for recruitment, retention, performance reviews, and professional development related to clinical staff.
- Organize and lead the delivery of nursing care for designated patient care areas.

Personnel Management

- Assist in evaluating the department's workforce in terms of overall staffing and scheduling.
- Recruit staff members who are in congruence with service excellence and quality patient care in collaboration with Clinic Manager or RN Clinic Manager.
- Assist in developing staffing models in conjunction with speciality and patient care needs.
- Oversee the completion/monitoring of staff competencies.
- Engage in ongoing performance feedback to the effectiveness of staff members into their roles. Foster mutual goal setting.
- Identify and establish clinical learning opportunities for students in various health care disciplines. Monitor students' performance in conjunction with nursing and medical faculty.

Resource Management

- Prepare operating budgets, including volume projections and expense and revenues estimates, in collaboration with the Clinic Manager.
- Analyze and monitor actual budget performance and address variances as requested.
- Stay abreast of new technology in supplies and equipment and evaluate for quality or cost improvements
- Prepare documentation and participate in evaluation and acquisition of capital equipment and supplies as requested.

Facility Management

- Provide facility management/oversight as defined by clinic operations administration.
- Participate in renovation, new clinic development, facility planning, and construction.
- Evaluate clinic room utilization and makes recommendations for improvement.

Professionalism

- Support the planning of and participate in clinical research in the clinic as approved by the Department of Nursing, UW Health, and/or the University of Wisconsin.
- Serve on Ambulatory, Nursing Department, UW Health, and medical staff committees as requested or as guided by professional interest.
- Participate in professional organizations in area of specialty and interest.

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If Residency Clinic:

- Manage and coordinate annual Graduate Medical Education (GME) financial agreements with local hospitals and other facilities. Coordinate and communicate with hospital financial departments regarding yearly Medicare GME audits.
- Communicate and coordinate with the Education Program to meet the dual mission of providing both high quality resident education and high quality patient care
- Coordinates clinic schedule and resident training schedule with Education Coordinator.
- Serve as educational and teaching resource in practice management for residents, faculty, and staff.
- Responsible for the overall coordination of the Practice management curriculum. Develop educational materials, conduct seminars, and participate in individual training sessions to enhance and improve the practice management curriculum.
- Assists Residency Program Director and Education Coordinator in implementing directives from the Residency Review Committee and meeting requirements of ACGME.

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

JOB REQUIREMENTS

Education	Minimum	Bachelor of Science in Nursing (BSN)
	Preferred	
Work Experience	Minimum	Two (2) years of RN experience
	Preferred	One (1) year of progressive relevant leadership experience
Licenses & Certifications	Minimum	RN licensed in the state where employed
	Preferred	Applicable clinical certification
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> • Excellent interpersonal communication, problem solving, and conflict resolution skills • Possession of analytical decision-making skills necessary to quickly assess and resolve complex logistical, technical, and patient care problems and issues • Ability to train, motivate, and supervise subordinate staff • Ability to address and manage conflict in a direct and professional manner • Ability to build collaborative relationships with providers • High emotional intelligence as evidenced by ability to evaluate/perceive a situation from multiple lenses and understand various perspectives in coming to problem resolution

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,

<input checked="" type="checkbox"/>	Infants (Birth – 11 months)	<input checked="" type="checkbox"/>	Adolescent (13 – 19 years)
<input checked="" type="checkbox"/>	Toddlers (1 – 3 years)	<input checked="" type="checkbox"/>	Young Adult (20 – 40 years)
<input checked="" type="checkbox"/>	Preschool (4 – 5 years)	<input checked="" type="checkbox"/>	Middle Adult (41 – 65 years)
<input checked="" type="checkbox"/>	School Age (6 – 12 years)	<input checked="" type="checkbox"/>	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 dockets, 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

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	Light: 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 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:				

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.