

UW HEALTH POSITION DESCRIPTION

Supervisor ECG & Stress Testing

Job Code: 612002	FLSA Status: Exempt	MGT Approval: V. Shaw	Date: June 2020
Department/Number: 1412 Heart Station (ECG/Stress Lab)		HR Approval: J. Theisen	Date: June 2020

POSITION SUMMARY

This Supervisor position is responsible for oversight of the daily operations of the UW Health Heart Station (ECG and Stress Testing). This patient care department is operational daily from 6:00 AM – 11:00 PM, including holidays and weekends. Responsibilities for daily operations include developing the daily staff schedule (includes schedules for: weekends, holidays, stress test on-call); taking sick calls and developing coverage plans; ensuring staff coverage for all patient care responsibilities (adult and pediatric); being a resource and assisting ECG Technicians and performing patient care services when needed.

The Supervisor will be responsible for performance management of all ECG Technicians, including hiring, onboarding, completing competencies on all new hires and conducting performance evaluations. Employee performance issues will be handled in consultation with the Manager. Incumbent will maintain personnel files and ensure ongoing competencies are met and develop continuing education opportunities in conjunction with the Manager and Medical Director.

This position also participates in the professional education of undergraduate students in exercise physiology and other related fields. This position directly supervises the UW-Madison Practicum Internship which includes participating in the selection of students, coordinating the schedule and evaluating the students during their practicum experience in the Heart Station.

The Supervisor serves as a role model by displaying and practicing exemplary behavior when working with patients, visitors, Manager/Medical Director, colleagues, etc. A high level of organizational skill, innovative thinking and ability to multi-task multiple responsibilities are crucial to successful performance. Flexibility in work schedules to meet the changing demands of the Heart Station is a key attribute of this position.

MAJOR RESPONSIBILITIES

A. Supervise Heart Station

- Recruit, hire and train all ECG Technicians and ECG Technicians/Holter Monitor Scanner
- Lead regular trainings and competency reviews to ensure staff are knowledgeable and following department workflows.
- Lead daily or weekly team huddles.
- Conduct regular staff performance reviews and set clear behavior expectations. Follow disciplinary procedures in consultation with the Manager, as necessary.
- Prepare My Time schedule and edit and approve timecards for all direct reports.
- Coordinate ordering of supplies and document receipt of supplies.
- Ensure all patient care equipment and department areas are operational and coordinate repairs as indicated.

B. Heart Station Oversight Responsibilities

- Coordinate daily and weekend schedules and inform staff and Manager of any staff/schedule changes.
- Coordinate daily schedule for coverage for Pediatric and Adult Clinics ensuring monitor devices are in adequate supply and communication with Cardiology Clinics, staff and others if allotted monitor devices are not available per usual.
- Coordinate Pediatric and Nuclear Medicine staffing schedule.
- Triage sick calls and develop coverage plans.
- Prepare and send out the daily Heart Station schedule (business days).
- Responsible for the Daily Activity Journal Reconciliation process.
- Review all research protocols that require ECGs and other research related initiatives.
- Coordinate radiation safety training.
- Assist the Manager with the annual capital expenditure budget preparation and have direct oversight for all patient care equipment maintenance for the cost center.
- Provide leadership in development and revision of department policies and procedures.
- Assist with department and enterprise wide quality initiatives as defined by the Manager and Medical Director.
- Incumbent will build and maintain collaborative relationships with all UW Health and regional sites that perform Heart Station related patient care procedures.
- Instruct ECG Technicians, students, and other learners in the Heart Station.
- Participate in on-going staff education and competency training, including coordinating other UW Health allied health professionals.
- Coordinate BLS and certification training for all staff ensuring all remain current in certifications.
- Coordinate the general upkeep of the Heart Station (E5/615) and other areas where staff work (Clinics, stress testing). This includes maintaining patient care equipment (, service request for repairs, ordering parts, etc.).
- A wide variety of internal and external contact relationships are involved in performance of the duties of this position. The position interacts with employees at all levels (i.e. All levels of Patient Care Providers, Clinic Schedulers, Managers, Medical Staff, Support staff, Cardiology Information System Staff, Research Staff, Environmental Services, Facilities and

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Engineering).

- Display an open and collaborative demeanor and be a champion to new department initiatives.

C. Heart Station Patient Care Responsibilities

- Display proficiency and competency in performing all patient care procedures and workflows as defined in the ECG Technician, ECG Technician/Holter Monitor Scanner position descriptions for pediatric and adult populations; specifically, 12 lead and 15 lead ECGs, all arrhythmia monitor attachments, Holter monitor scanning and stress testing. This position will serve as a content expert for staff.
- Maintain proficiency in utilizing all operating systems to process patient care procedures, specifically Health Link, GE MUSE, and GE CardioDay systems.

D. Supervise the UW-Madison Kinesiology Practicum Internship

- Oversee Heart Station Internship.
- Provide orientation, onboarding and evaluation/grading to all practicum students.
- Oversee and coordinate all aspects of the internship experience.
- Ensure that all educational policies and procedures between UW Health and the academic home are followed.

E. Professional Development and Continuing Education

- Complete all required competencies and maintain skill level.
- Observe, practice, research or study as necessary to acquire and develop skills to work with patients/participants

F. Other Responsibilities and Duties as Assigned by the Manager

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

POSITION REQUIREMENTS

Education	Minimum	High School Education
	Preferred	Bachelor's degree in Exercise Science or related health care field
Work Experience	Minimum	Two (2) years of experience in a direct patient care position (ECG Technician or related position)
	Preferred	Experience working in a multi-disciplinary health care team environment with Supervisory or lead worker experience
Licenses & Certifications	Minimum	Current BLS certification
	Preferred	
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> • Competent in delivery of high-quality patient care across all age levels (infant to elderly). • Demonstrates strong effective communication and interpersonal skills. • Demonstrates knowledge of effective customer service and ability to provide, positive, supportive interactions with patients, family members and staff. • Function independently in decision making and problem solving with technical and interpersonal issues. • Independently schedule staff and activities while taking in to account the diverse priorities of the Heart Station. • Ability to record keep, purchase, advance planning • Demonstrates intermediate to advanced computer skills. • Demonstrates strong organizational skills. • Flexibility with work schedule and a commitment to innovative thinking and problem solving. • Strong work ethic, team worker and leader.

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. 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)

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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. <i>Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.</i>			
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
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
X 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:

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.