

UW HEALTH JOB DESCRIPTION

SUPERVISOR EMERGENCY DEPARTMENT COORDINATOR

Job Code: 442003	FLSA Status: Exempt	Mgt. Approval: K. Jundt	Date: June 2022
Department: Emergency Medicine - Admin		HR Approval: J. Olson	Date: June 2022

JOB SUMMARY

The Emergency Department Coordinator Supervisor is responsible for the oversight of the day-to-day operations of the Emergency Department Coordinators (EDCs) in the Emergency Department (ED). The EDC team ensures operational efficiency, patient throughput, and patient experience by supporting other clinical and non-clinical team members, both within the department and across the organization. They activate emergency response workflows including, but not limited to, traumas, strokes, and STEMIs, coordinate the arrival of patients via Med Flight, ambulance, and private vehicle, and answer incoming phone calls, among many other tasks.

This position requires a detailed knowledge base in ED workflows as well as an understanding of their impact on the flow of both patients and work throughout the department, hospital, and organization. The Supervisor is responsible for developing and enforcing Emergency Department and organizational policies and procedures, monitoring the accuracy of data entered by staff, ensuring that proper patient experience protocols are followed, ensuring proper communication throughout the ED, enhancing patient throughput and flow, and managing the overall training for the EDC team. Supervision of the EDC team includes the preparation of staffing schedules and recommendation and coordination of program-related improvements and changes. The position requires the ability to independently plan, schedule, organize, and respond appropriately on a wide variety of subjects and situations. The incumbent will be expected to be knowledgeable of and able to perform the duties of the staff supervised.

As a member of the ED leadership team, the EDC Supervisor is expected to aspire towards the UW Health vision of Remarkable Healthcare and is accountable for inspiring the EDC team to do the same. The Supervisor is also accountable to utilize and promote the principles of The UW Health Way, a framework by which all leaders and staff alike are expected to work to achieve this vision. This includes a foundation of Respect for People commitments, a continuous improvement mindset, and a management system for leaders to employ that comprises real-time management, cross-functional teamwork, and maintaining a strategic focus. The Supervisor will be expected to be well-versed in these principles and practice them daily.

MAJOR RESPONSIBILITIES

Supervisory Responsibilities

1. Serve as the knowledge expert and information source for staff.
2. Maintain leader visibility and presence in the department using tools such as rounding and "go-and-sees".
3. Develop staffing calendars and assure staffing needs are met. Implement alternative staffing patterns as needs arise to coordinate a 24/7 staff schedule, taking into consideration department budgetary constraints and performance requirements and restrictions.
4. Interview and make hiring decisions to maintain adequate staffing in the department.
5. Review and process timecards in an accurate and timely manner. Maintain accurate employee attendance files.
6. Connect with new staff throughout the onboarding process to assess progress, provide and receive feedback, and determine individual needs and a plan to address. Continue meeting with staff on a recurring basis to provide timely performance feedback and coaching.
7. Initiate corrective action for staff when warranted in response to inappropriate employee behavior or inadequate work performance.
8. Conduct timely training assessments and performance reviews as applicable. Solicit feedback from other staff and managers as appropriate.
9. Conduct team meetings to apprise staff of changes and to address broader-based program area issues and initiatives.
10. Serve on call for off-hours staffing issues, escalations, and staff questions.
11. Contribute to staffing for the functions supervised, as needed.

Development and Implementation of Policies and Procedures

1. Develop, recommend, and implement policies and procedures for the department.
2. Monitor adherence to policies and established procedures. Propose methods which assure effective execution of program responsibilities.
3. Update policy and procedure manuals as required. Apprise staff of changes.

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Operational Duties

1. Ensure that patient experience and service standards are met.
2. Track common issues and provide training to staff to prevent the issue from reoccurring.
3. Gather, monitor, and analyze departmental and program-specific financial, productivity, and quality of service statistics.
4. Work collaboratively with UW Health counterparts, Patient Financial Services, Admissions, and other departments on issues relating to patient flow into and out of the Emergency Department. Represent the department in meetings and on committees relating to these issues.
5. Request system enhancements as needed. Assist with application implementation, upgrades, enhancements, and usability testing.
6. Serve as an escalation point for patient issues and questions. Assist staff with complex and disgruntled patient situations requiring intervention from a higher authority.
7. Participate in process improvement teams as assigned.
8. Assure equipment is in working order. Recommend the purchase of new equipment as required.
9. Provide information for budget preparation such as EDC FTEs and other expense related needs for the EDC team.

Training

1. Develop and/or update training modules. Keep accurate records of staff training schedules and checklists. Ensure training is completed timely.
2. Train and delegate appropriate training responsibilities for new and current staff. Schedule and facilitate cross-training of employees.
3. Observe and modify training schedules as needed to include new methodologies and concepts. Conduct training review sessions.
4. Actively seek and schedule staff development opportunities, including those outside the department that would be beneficial for staff members to attend.
5. Monitor trainee progress and trainer effectiveness throughout the onboarding process.
6. Identify focus areas for competency assessments. Provide training opportunities addressing areas highlighted by these assessments.
7. Participate in training/development programs as agreed upon with ED leadership.

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

JOB REQUIREMENTS

Education	Minimum	Associate degree in Business, Healthcare Administration, or related field. Relevant experience or progress towards a Bachelor's degree may be considered in lieu of a degree.
	Preferred	Bachelor's degree in a Business, Healthcare Administration, or related major
Work Experience	Minimum	Three (3) years of experience in a healthcare setting or at least one (1) year of related experience in a leadership role
	Preferred	Three (3) years of leadership experience in healthcare operations for a large, complex health care environment, including experience in an academic medical center
Licenses & Certifications	Minimum	
	Preferred	Clinical applications certification(s) or equivalent (i.e. Epic ASAP)
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> • Demonstrated performance excellence and leadership qualities in previous positions • Demonstrated aptitude, willingness, and desire to learn new skills and apply them to existing and additional responsibilities • Excellent verbal and written communication skills representing behaviors such as listening to understand, humility, inclusion, compassion, seeking common ground while withholding judgement, and owning one's attitude • Excellent organization, interpersonal, and customer service skills • Ability to work independently, make decisions, meet deadlines, multi-task, and solve problems while working under a moderate to high degree of pressure • Proficiency in PC software, especially word processing and spreadsheet programs

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- Experience with a hospital-based computer system (preferably Epic) is ideal
- Proper judgment, sensitivity towards, and adherence to confidentiality policies based on access to medical and financial information

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:				

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.