

## UW HEALTH JOB DESCRIPTION

### RN-Health Link Ambulatory Operations Supervisor

Job Code: 802016	FLSA Status: Exempt	Mgt. Approval: M. Wright	Date: March 2024
Department: Clinics – Healthlink Operations		HR Approval: B. Haak	Date: March 2024

#### JOB SUMMARY

Under the direction of the Director, Health Link Ambulatory Operations and UWH Ambulatory leadership, this Supervisor will oversee and manage the RN – Health Link Ambulatory Operations staff as they work to support the implementation and optimization strategies for UW Health Ambulatory Operations with primary focus on standardized care model implementation. This Supervisor will ensure the development and oversee execution plans and appropriate implementation processes to ensure that effective training, optimization, improved quality outcomes/workflow and sustainability are achieved. The Supervisor will work with various stakeholders, including Primary and Specialty Care Model Oversight Groups, Physician and Informatics Leadership support the priorities, timetables, and cutting-edge implementation/sustainability of chosen strategies.

#### MAJOR RESPONSIBILITIES

- Supervise the development, maintenance and ownership of the ambulatory implementation work plans.
- Supervise the development of project plans including communication, tools, timelines, status and outcomes. Includes measures of success and metrics.
- Provide input on staff performance, including annual reviews and career ladder opportunities.
- Link/sequence care model implementation with other strategic initiatives.
- Gain buy-in from all stakeholders through strong communications to realize sustainable change.
- Ensure stakeholders grasp the purpose and benefits of standardized workflows and care model.
- Help tailor and deliver messaging to specific audiences to develop interest, support and sustainability of standardized workflows and care model.
- Support and interact effectively with ambulatory clinic managers and medical directors/ lead physicians to share data, tools, best practices which relate to the care model and other operational initiatives.
- Adapt approach and implementation plans based on dynamic environment, sequencing changes in a way that can best be understood and maintained.
- Work with pertinent UW Health representatives to facilitate ambulatory care improvements.
- Engage and evaluate opportunities to create efficiencies across UW Health entities.
- In conjunction with Medical and Operational Leadership, work with clinicians to understand all aspects of the care model and HealthLink clinic workflows to improve the practice environment and quality of care.
- Participate as a key member of the HealthLink Operations team that creates strategy and directs the implementations at ambulatory operations clinical locations.
- Collaborate with others as needed to ensure clinical and operational education offerings support the care model and system wide initiatives.
- Participate as a member of assigned standing committees and work groups that relate to UW Health's ambulatory HealthLink work.
- Actively participant in goal setting, gap analysis and prioritization of clinical and operational educational training.
- Willingly accept responsibility and ownership for supporting decisions related to implementation and optimization plans.
- Maintain a working understanding of operational workflows including HealthLink functionality and roles/responsibilities of every care team member. Support each care team member in functioning at their highest level of training/licensure.
- Analyze and, as appropriate, act upon new concepts, trends, and initiatives within the healthcare industry that support the mission of UW Health's ambulatory operations.
- Establish quality improvement efforts that support delivery of patient focused care and managing populations of patients.
- Regularly request feedback from staff, physicians, and peers and integrate it into future efforts.
- Manage projects of various sizes from start to finish, with successful results.
- Other duties as assigned, understanding this role will evolve over time.

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

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<b>JOB REQUIREMENTS</b>				
Education	Minimum	Bachelor's Degree in Nursing		
	Preferred	Master's Degree in Nursing		
Work Experience	Minimum	3 years of experience in a health care operations management (with strong emphasis on implementation/execution) Ambulatory Epic experience and knowledge of Ambulatory clinic workflows Progressive experience in use and understanding of an electronic medical record Progressive experience in ambulatory workflow design, build and validation		
	Preferred	Experience in ambulatory clinic setting		
Licenses & Certifications	Minimum	Licensed as a Registered Nurse in the State of Wisconsin or holds a license issued by a jurisdiction that has adopted the nurse licensure compact		
	Preferred	Epic Clinical Informatics Certification/Accreditation		
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> <li>• Strong leadership skills with the ability to grow and develop a team</li> <li>• Ability to quickly assimilate, assesses, and act upon new concepts, trends, and initiatives</li> <li>• Proficient with organizational and professional interrelationships, conflict resolution, and change concepts</li> <li>• Ability to think systemically and understand the implications of policies and practices</li> <li>• Excellence in process improvement tools and techniques</li> <li>• Effective oral and written communication and human relation skills required to communicate and work with diverse constituencies, develop rapport with people at all levels of the organization, clearly communicate goals, objectives and progress</li> <li>• Effective analytical ability to develop and analyze options, recommend solutions to and solve complex problems and issues</li> <li>• Must be able to work independently and prioritize workload to complete projects with minimal direction</li> <li>• Ability to direct the workload of others and develop their competencies and talents</li> <li>• Must be energetic, forward-thinking with a positive and professional image</li> <li>• Proficient in Visio, Microsoft Word, Excel, and Power Point</li> <li>• Must be willing to travel to any UW Health location as needed</li> <li>• Ability to create and deliver executive – level summary reports and presentations.</li> <li>• Ability to instill trust, motivate and work with all levels of the organization.</li> <li>• Ability to effectively lead teams.</li> </ul>		
<b>PHYSICAL REQUIREMENTS</b>				
<b>Indicate the appropriate physical requirements of this job in the course of a shift.</b> <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
<b>X</b>	<b>Sedentary:</b> 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.	<b>Up to 10#</b>	<b>Negligible</b>	<b>Negligible</b>
	<b>Light:</b> 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.	<b>Up to 20#</b>	<b>Up to 10#</b> or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	<b>Negligible</b> or constant push/pull of items of negligible weight
	<b>Medium:</b> Ability to lift up to 50 pounds maximum with frequent lifting and/or carrying objects weighing up to 25 pounds.	<b>20-50#</b>	<b>10-25#</b>	<b>Negligible-10#</b>
	<b>Heavy:</b> Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	<b>50-100#</b>	<b>25-50#</b>	<b>10-20#</b>
	<b>Very Heavy:</b> Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	<b>Over 100#</b>	<b>Over 50#</b>	<b>Over 20#</b>
<b>Other</b> - 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.