

UW HEALTH JOB DESCRIPTION

Regional Services Coordinator Lead

Job Code: 360002	FLSA Status: Exempt	Mgt. Approval: A. Henke	Date: March 2021
Department: Ambulatory Regional Services		HR Approval: J. Olson	Date: March 2021

JOB SUMMARY

The Regional Services Coordinator Lead will provide ongoing support, training, and education to Regional Services staff and will assist to identify and remove barriers in daily work. The incumbent will demonstrate expertise in the areas of accounts receivable and payable, two-way communication, contract planning with final execution, process improvement, and monitoring of data metrics specific to regional adult and pediatric specialty clinic performance in alignment with applicable UW Health Ambulatory Service Standards. This role works collaboratively and cross-functionally with regional system senior and operational leaders as well as UW Health ambulatory regional operations leaders to execute strategies and evaluate, implement, and maintain operational efficiencies of the adult and pediatric regional specialty clinic experience. This role will also lead all Ambulatory Regional Services Coordinators as a first line of contact for guidance, contracting, planning, training, and conflict resolution. Contracted clinical services not only include on-site (office and outpatient) clinics, but also inpatient consults, remote read interpretations, medical directorships, and hospital-based programs to assist in keeping the right care local.

This position uses critical thinking and problem-solving skills to identify and address opportunities for improvement while promoting engagement of stakeholders in solution development. This position incorporates improvement processes in daily work.

MAJOR RESPONSIBILITIES

Strategic Planning

- Lead, implement, revise, maintain, and create (as needed) all aspects of the operational details for new and existing regional services adult and pediatric specialty clinics, including discontinuing a non-strategic or underperforming clinic or provider changes at existing sites.
- Work with ambulatory care Directors, Managers, Coordinators, and others as the first point of contact regarding questions related to current clinic physician schedules and technological and operational questions.
- Collaborate with internal and external sources to assist in developing and implementing the collection of specialty service site-specific data tracking tools (within and/or outside of HealthLink).
- Assist with and participate in analytical review and forecasting to measure the success of the clinic operations, schedules, and visit activity while identifying opportunities for site and service growth, development of action plans, and utilization of budget forecasting tool.

Infrastructure Development and Systems Design and Implementation

- Coordinate the sales, deployment, management, and market analysis of UW Health adult and pediatric regional specialty clinical services.
- Partnering with UW Health legal counsel, lead the development of contractual terms, including fair market value documentation and space and staff lease components to support the clinic volumes of existing clinics and new markets.
- Lead Coordinators as the first point of contact for questions regarding operational aspects of regional clinics, including discussions with regional partners regarding new and existing contracts and rates.
- Analyze market data (populations, managed care contracts, payor mix, and competitors), using a strategic analysis format to include recommendations for market entry and exit and defend strategies. Utilize review of patient volume and performance of current specialties.
- Review and reconcile invoices, per diems, and payments on a regular basis for accuracy, working in conjunction with Coordinators to update fair market value rates for all contractual services and terms as outlined within the legal agreement.

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Project Management

- Review, identify, and guide operational objectives and improvements with Coordinators to advance new and existing projects at all regional sites.
- Oversee and maintain strategic market initiatives as identified via the strategic planning process and specialty care redesign.
- Utilize UW Health Way quality tools and principles to define and manage project scope, document and monitor timeliness and deliverables, and resolve risks and barriers.
- Lead planning sessions for new project work including definition of in scope versus out of scope.
- Work collaboratively and assist Coordinators with regional legal counsel and operational teams to execute and manage contracts with customers and regional partners.
- Coordinate and facilitate complex decision-making processes with multiple stakeholders to reach consensus while ensuring contractual terms are aligned.

Performance Improvement

- Format, interpret, and distribute data to identified stakeholders using the UW Health Way tools on a routine basis and in alignment with contractual terms and conditions of participation.
- Measure progress toward UW Health strategic initiatives.
- Identify quality improvement initiatives and work with Coordinators to use the UW Health Way tools to execute plan of action.

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

JOB REQUIREMENTS

Education	Minimum	Bachelor's degree in Business, Finance, Marketing, Social Work, or a related field. An equivalent combination of education and work experience will be considered in lieu of a Bachelor's degree.
	Preferred	
Work Experience	Minimum	Four (4) years of experience in a health care setting including project management, relationship building, business planning and development, clinical systems analysis, revenue cycle management, operations in an ambulatory environment, or executing legal agreements
	Preferred	Six (6) years of experience in a health care setting including project management, relationship building, business planning and development, clinical systems analysis, revenue cycle management, operations in an ambulatory environment, or executing legal agreements
Licenses & Certifications	Minimum	
	Preferred	
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> • Excellent oral and written communication skills, including grammar and spelling • Complex health care system background and experience highly desirable • Excellent prioritization and organizational skills • Excellent interpersonal skills • Demonstrated ability to function both as a team member and as an independent service provider in a health care and administrative office setting • Professional demeanor • Knowledge of word processing, spreadsheet, data base, and presentation software applications • Ability to work independently with minimal oversight

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- Critical thinking skills

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)		Adolescent (13 – 19 years)
	Toddlers (1 – 3 years)		Young Adult (20 – 40 years)
	Preschool (4 – 5 years)		Middle Adult (41 – 65 years)
	School Age (6 – 12 years)		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
	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.