

UW HEALTH JOB DESCRIPTION

Clinic Program Coordinator – Endocrine Surgery

Job Code: 800201	FLSA Status: Non-Exempt	Mgt. Approval: CG	Date: 6/2017
Department : Specialty Clinics		HR Approval: KS	Date: 6/2017

JOB SUMMARY

The Endocrine Surgery Clinic Program Coordinator is responsible for the coordination of efficient, safe and timely patient care to the patients receiving care at The American Center.

The Clinic Program Coordinator works in collaboration with physicians, advance practice providers (APPs), registered nurses, medical assistants and appointment schedulers to plan, direct and evaluate the care provided to patients and their families. The Clinic Program Coordinator relies on evidence based practice standards to assure and maintain quality of care as well as patient experience are supported and consistently achieved across the continuum of care. This involves assistance with developing and improving endocrine specific work flows, onboarding new endocrine staff, establishing and ensuring endocrine specific clinical competencies for nurses and medical assistants, serving as a mentor to the endocrine team, leading quality improvement initiatives, creating and maintaining patient education materials, tracking operational and quality metrics for the endocrine team, and meeting UW Health Service Standards. The Program Coordinator communicates effectively with all faculty and staff using tact, discretion and diplomacy, is skilled in problem solving techniques and team development and provides feedback to both staff and administration.

The Clinic Program Coordinator is responsible for assisting with clinic needs (90% of the role) including but not limited to patient assessment and triage of needs, patient education, and surgery scheduling.

MAJOR RESPONSIBILITIES

A. Clinical Practice and Leadership

1. Integrates the principles and philosophy of the professional nursing care delivery system into practice.
2. Serves as a role model to nursing, other clinical staff, and non-clinical staff by demonstrating effective direct patient care, leadership and professional behavior.
3. Reviews Endocrine Surgery appointment schedule on daily and weekly basis and assures that care is coordinated across the continuum.
4. Provides direct nursing care, phone triage and patient education to patients/families, assuring continuity of care.
5. Serves as a liaison with the medical staff to identify issues of mutual concern, solve problems, review care plans and optimize clinic operations.
6. Enforces adherence to hospital and department policy and procedures.
7. Collaborates with Medical Director and Clinic Manager to support best practice and prompt attention to support needed.
8. Assists with developing and improving endocrine specific work flows
9. Assists with the onboarding new endocrine staff
10. Establishes and ensures endocrine specific clinical competencies for nurses and medical assistants
11. Serves as a mentor to the endocrine team
12. Creates and maintains patient education materials
13. Tracks operational and quality metrics for the endocrine team
14. Meeting UW Health Service Standards.

B. Management of Resources

1. Assists with patient care coordination including new patient events, patient scheduling on a regular basis.
2. Collaborates with Clinic Manager on resources needed.
3. Promotes open and effective communication among staff and medical faculty who interface with the endocrine service.
4. Is responsible for a safe and therapeutic environment for patients, visitors and associates.
5. Develops and utilizes a process for equipment utilization and supply management at the clinic.
6. Participates in budget development and monitoring for clinic.
7. Develops and implements an ongoing process for problem-solving that includes input from department faculty and appropriate hospital departments.
8. Develops and implements action plans to enhance patient satisfaction and access as well as provider productivity.

C. Maintenance of Quality of Care

1. Acts as a consultant and clinical resource to clinic staff through provision of patient care and coordination of care.
2. Coordinates medical and nursing management of patient care in the clinic on a daily basis.
3. Supports patient advocacy and the patient's Bill of Rights.
4. Develops, maintains and evaluates patient care standards for the clinic.
5. Monitors all patient care activities related to patient care.
6. Promotes a unit-based, multi-disciplinary quality improvement program that incorporates patient care standards and meets all

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regulatory guidelines (i.e. TJC, CMS etc.) for ambulatory care.

7. As directed, participates in department level work groups and committees to address operational, quality and safety initiatives
8. Develops, maintains and evaluates clinical procedures for the clinic

D. Education/Outreach

1. Creates an environment in which learning is supported and valued.
2. Interprets and supports the philosophy, objectives, and policies and procedures that guide personnel, patients and the public.
3. Participates in patient, family and staff teaching.
4. Meets personnel continuing education and developmental needs. Develops appropriate written patient education materials.
5. Serves as a resource to staff in other clinics as appropriate.
6. Supports and/or participates in research programs approved by the Hospital and the University.
7. Supports and/or participates in community education and outreach programs.
8. Supports and/or participates in clinical research activities approved by the hospital.

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

JOB REQUIREMENTS

Education	Minimum	Possession of a Bachelor's degree in Nursing.
	Preferred	MSN
Work Experience	Minimum	Three (3) years of nursing experience,
	Preferred	Surgery experience. Knowledge and experience in development, implementation and evaluation of clinical programs.
Licenses & Certifications	Minimum	Registered Nurse license in the State of Wisconsin. Current CPR.
	Preferred	
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> Ability to follow and agree to ambulatory service standards Prefer experience with Health Link (EPIC) medical record Excellent communication 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)	<input checked="" type="checkbox"/>	Young Adult (20 – 40 years)
	Preschool (4 – 5 years)	<input checked="" type="checkbox"/>	Middle Adult (41 – 65 years)
	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
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.	Up to 20#	Up to 10# or requires significant	Negligible or constant push/pull of items of

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	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.		walking or standing, or requires pushing/pulling of arm/leg controls	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:				

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.