

UW HEALTH JOB DESCRIPTION

Clinical Program Coordinator - Telestroke			
Job Code: 610017	FLSA Status: Exempt	Mgt. Approval: N. Bennett	Date: June 2021
Department: HVT Neuro Service Line		HR Approval: J. Olson	Date: June 2021
JOB SUMMARY			
<p>The Clinical Program Coordinator - Telestroke (TPC) is responsible for clinical coordination of efficient, safe, and timely Telestroke program development in conjunction with nursing and medical stroke leadership. The UW Health Telestroke program includes all UW Health and affiliated sites providing stroke and telestroke services. The TPC actively participates in the development and implementation of goals, strategies, and tactics to support the continued growth and success of exceptional stroke care within UW Health, throughout Wisconsin, and beyond.</p> <p>The TPC works closely with a variety of stakeholders and develops working relationships with internal, local, regional, and national partners in coordinating the strategic initiatives of the UW Health Telestroke program across the enterprise and with external partners. This involves the coordination of meetings, data collection, and education at all participating sites of service. The TPC possesses clinical knowledge to be applied in monitoring patient data and quality patient outcomes and maintains a database for quality metrics and patient and program outcomes in addition to identifying and implementing process improvement initiatives.</p> <p>The TPC is a subject matter expert with a high degree of clinical expertise and knowledge of cerebrovascular disease, acute stroke care, and telemedicine, serving as an integral clinical resource to develop and sustain the telestroke network. In partnership with the Stroke Program Manager and Telestroke Medical Director, the TPC will be assigned work based on the needs of the stroke program including educational programs for staff, community, and EMS.</p>			
MAJOR RESPONSIBILITIES			
<p>Clinical Program Coordination</p> <ul style="list-style-type: none"> Serves as the primary point of clinical contact for telestroke sites and promptly responds to requests for program information. Develops, implements, and ensures sustainability of stroke protocols, policies, and procedure within the telestroke network to ensure patients have access to appropriate and timely stroke treatment. Coordinates outcomes data collection to drive quality improvement efforts in the various aspects of the Telestroke program. Engages with Telestroke sites to support orientation, staff development, and ongoing competency of telestroke programs. Monitors activity of telestroke sites and the overall telestroke program to optimize clinical operations, identify quality improvement needs, and develop action plans that are effectively communicated to program leaders. Proactively determines priorities based on program guidelines, handles multiple projects of varying scope simultaneously without oversight, and keeps program leadership informed of progress. Maintains knowledge of departments involved in executing the telestroke program and serves as a liaison with all key stakeholders, regularly soliciting feedback. Develops and maintains working relationships with, and acts as the primary clinical contact for, appropriate internal and external staff to ensure high levels of patient and provider satisfaction and efficient operations. Participates in department-level work groups and committees to address operational, quality, and safety initiatives of the stroke program. Performs other duties as assigned, understanding the role will evolve as the program matures. <p>Program Growth and Strategic Planning</p> <ul style="list-style-type: none"> Collaborates with administration, providers, and staff in program and business planning efforts to develop and grow the telestroke program. Coordinates referring outreach activities in support of telestroke clinical program growth. Regularly reviews clinical, operational, and financial data to monitor program success and identify opportunities for improvement. Communicates with and engages program stakeholders within and outside of UW Health. Develops and implements action plans to enhance program growth and access as well as provider productivity. Develops a working knowledge of local and regional healthcare providers and organizations and their resources and capability of providing stroke care. 			

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Administrative Responsibilities

- Monitors the operational efficiency of the telestroke program.
- Promotes marketing efforts for the telestroke program to internal and external audiences that will support the program image to the community.
- Assists in the development of annual budgets and capital equipment requests.

Education/Outreach

- Creates an environment in which learning is supported and valued.
- Oversees the development, distribution, and upkeep of telestroke educational materials.
- Supports and/or participates in community education, EMS education, and outreach programs.
- Participates in multidisciplinary meetings related to Telestroke and Comprehensive Stroke Program.
- Supports and/or participates in clinical research activities approved by the organization.
- Maintains professional affiliations and is expected to pursue independent study as well as formalized training to enhance professional growth and development to keep current on stroke and telehealth industry trends and legislation.

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

JOB REQUIREMENTS

Education	Minimum	Bachelors degree in Nursing
	Preferred	Masters degree in Nursing, Business Administration, Management, Public Health, or related field
Work Experience	Minimum	Three (3) years of work experience in a health care setting Experience leading programs and/or projects with teams
	Preferred	Experience in neuroscience program development Knowledge and experience in the development, implementation, and evaluation of clinical programs Experience in neuroscience or stroke nursing
Licenses & Certifications	Minimum	Licensed as an RN in the state of Wisconsin
	Preferred	SCRN, CNRN
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> • Experience in program development and coordination within a complex organization • Effective presentation skills with ability to expertly prepare and present complex information • Clinical experience in working with patients who have experienced stroke preferred • Demonstrated experience simultaneously managing multiple complex initiatives crossing organizational boundaries • Displays strong analytical and process improvement skills with the ability to implement relevant tools and techniques • Demonstrates critical thinking and problem-solving skills, with the ability to pursue desired outcomes in complexity and ambiguity • Ability to identify, collect, and analyze data using quantitative and qualitative methods; interpret and utilize data to drive improvement. • Evidence of expertise in developing patient and staff education materials as well as in providing education to individuals and groups. • Proven customer service skills with ability to work within all levels of the organization and maneuver across different organizational entities and political environments • Excellent interpersonal communication, problem solving, and conflict resolution skills • Mastery of Microsoft Office application to create documents, spreadsheets, presentations, roadmaps, and workflows • Effective communication with faculty and staff at all sites of service using tact, discretion, and diplomacy • Skilled in problem solving techniques and team development. Provides feedback to both staff and administration.

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	<ul style="list-style-type: none"> Is knowledgeable about stroke certification requirements and can provide clinical expertise and guidance to sites wishing to pursue stroke certification and maintain the certification Local and regional travel will be required. 		
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)	X	Adolescent (13 – 19 years)
	Toddlers (1 – 3 years)	X	Young Adult (20 – 40 years)
	Preschool (4 – 5 years)	X	Middle Adult (41 – 65 years)
	School Age (6 – 12 years)	X	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. <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	
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
	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
	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#
	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#
	Very Heavy: Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	Over 100#	Over 50#
Other - list any other physical requirements or bona fide occupational qualifications not indicated above:			

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.