

## UW HEALTH JOB DESCRIPTION

### RN Coordinator - Telehealth

Job Code: 300038	FLSA Status: Exempt	Mgt. Approval: A. Schmitz	Date: February 2021
Department: Telehealth		HR Approval: S. Whitlock	Date: February 2021

### JOB SUMMARY

The RN Coordinator, Telehealth is responsible for development, growth, promotion, and sustainability of the UW Health Telehealth program. The Telehealth program utilizes innovative workflows and emerging technologies to enhance patient care and wellness within UW Health and other healthcare providers throughout Wisconsin and beyond.

The RN Coordinator, Telehealth is a subject matter expert, responsible for providing strategic input and leading the expansion of a portfolio of telehealth programs. The RN Coordinator, Telehealth will serve as a clinical resource and develop, implement, evaluate and redesign Telehealth program workflows and measures to ensure optimal integration into the delivery of care and service. This position provides consultation and leadership to the development of standardized approaches to telehealth-based models of care, which includes developing workflows, contracting with technology and service-providing vendors, and educating staff. The Coordinator will participate in or lead various program-related short- and long-term projects, considering safety, cost, effectiveness, efficiency, and timeliness of care. Additionally, the coordinator will possess clinical knowledge, to be applied in monitoring patient data and quality patient outcomes. Under the direction of the Director of Telehealth and in partnership with the Telehealth Manager, the nursing coordinator will be assigned work based on the needs of the Telehealth program. This position will develop strategies for program development and implementation as new technologies are introduced. The RN Coordinator, Telehealth will collaborate with others to coordinate and market all the various telehealth modalities and participates in community educational programs as needed. This position will not be providing direct patient care.

### MAJOR RESPONSIBILITIES

- Positively contributes and interacts as a team member in the development, growth, and sustainability of the UW Health Telehealth Program.
- Evaluates telehealth opportunities to determine feasibility and supports business plan development.
- Promotes and markets telehealth programs both within UW Health and beyond.
- Serves as a subject matter expert and resource for the organization advising staff in telehealth aspects of care delivery and operations.
- Develops evidence-based standards and best practices for telehealth.
- Leads administrative and clinical stakeholders to develop enterprise telehealth standards, policies, and procedures.
- Interviews clinical and administrative staff to analyze clinic workflows allowing for the integration of telehealth.
- Oversees the development of telehealth educational materials.
- Monitors activity of telehealth programs to identify where improvements may be needed and develops action plans that are effectively communicated to program leaders.
- Provides leadership for consistent delivery and implementation of approved telehealth projects.
- Independently determines priorities based on program guidelines, handles multiple projects of varying scope simultaneously without oversight, and keeps program leadership informed of progress.
- Develops and maintains working relationships with, and acts as the primary contact for, appropriate internal and external staff to ensure high levels of patient and provider satisfaction and efficient operations.
- Maintains knowledge of departments involved in providing telehealth and serves as a liaison with all key stakeholders, regularly soliciting feedback.
- Develops a working knowledge of local and regional healthcare providers and organizations.
- 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 telehealth industry trends and legislation.
- Develops a working knowledge of the mission, vision, and values of UW Health to represent these characteristics through the Telehealth program.
- Local and regional travel may infrequently be required.
- Performs other duties as assigned, understanding the role will evolve as the program matures.

**All duties and requirements must be performed consistent with the UW Health Organizational Performance Standards.**

### JOB REQUIREMENTS

Education	Minimum	Bachelor of Science in Nursing or Related Field
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	Preferred	MSN, MBA, or MHA or Nursing Informatics graduate study
Work Experience	Minimum	Three years of professional experience with telehealth or five years of progressively responsible experience in healthcare industry.
	Preferred	Experience working in a health care administration or information systems setting. Experience working in an academic medical center. Experience working in an ambulatory or inpatient setting. Epic experience preferred.
Licenses & Certifications	Minimum	Licensed as a Registered Nurse in the State of Wisconsin or equivalency.
	Preferred	PMP, PRINCE2, or equivalent project management certification.
Required Skills, Knowledge, and Abilities	<p><b>Required skills</b></p> <ul style="list-style-type: none"> <li>• Ability to exercise a high degree of independence, initiative, judgment, discretion and decision-making to prioritize workload and achieve program objectives.</li> <li>• Ability to work both independently and collaboratively as a team member to ensure consistent quality of services that support a high level of patient and provider satisfaction.</li> <li>• Ability to plan, prioritize, coordinate, and manage multiple projects with attention to detail in a complex healthcare environment.</li> <li>• Must be energetic, forward-thinking, innovative, and change-oriented with a positive and professional image.</li> <li>• Ability to quickly assimilate, assess, and act upon new concepts, trends, and initiatives.</li> <li>• Ability to think systemically and understand the implications of policies and practices.</li> <li>• Ability to use and implement process improvement tools and techniques.</li> <li>• Effective analytical ability to develop and analyze options, recommend solutions to and solve complex problems and issues.</li> <li>• Excellent interpersonal skills which will support development of collaborative alliances throughout UW Health and outside healthcare organizations.</li> <li>• Proficient with organizational and professional interrelationships, conflict resolution, and change concepts.</li> <li>• Excellent verbal and written communication skills.</li> <li>• Mastery of Microsoft Office applications to create documents, spreadsheets, presentations, project plans, roadmaps, and status reports.</li> <li>• Outstanding organizational and time management abilities.</li> <li>• Current WI Driver's license, proof of insurance, and a clean driving record.</li> <li>• Ability to provide superior customer service to internal and external clients, customers, and patients.</li> </ul> <p><b>Highly-desired skills</b></p> <ul style="list-style-type: none"> <li>• Previous experience with telehealth is highly desirable.</li> <li>• Previous experience in Nursing Informatics or Information Systems is highly desirable.</li> <li>• Previous experience with program development is highly desirable.</li> <li>• Previous experience with project management is highly desirable.</li> <li>• Familiarity with hospital and clinic care management environments, operations, language, and economics.</li> </ul>	

### 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,

	x	
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.

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<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>			
<b>Physical Demand Level</b>	<b>Occasional</b> Up to 33% of the time	<b>Frequent</b> 34%-66% of the time	<b>Constant</b> 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 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.	<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:			

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.