

## UW HEALTH JOB DESCRIPTION

### RN Program Coordinator – Gender Services

Job Code: 800093

FLSA Status: Exempt

Mgt. Approval: N. Hookham

Date: July 2021

Department: Clinics – Plastic Surgery

HR Approval: J. Olson

Date: July 2021

#### JOB SUMMARY

The RN Program Coordinator – Gender Services is responsible for the coordination of efficient, safe, and timely patient care to patients served at UW Health's Comprehensive Gender Services Program. The RN Program Coordinator actively participates in the development and implementation of goals, strategies, and tactics to support the continued growth and success of the UW Health Comprehensive Gender Services Program.

The Coordinator is a registered nurse who works in collaboration with a multidisciplinary team of primary care providers, health psychologists, and medical and surgical specialists within UW Health to establish evidence-based practice standards that assure consistent high quality care and a positive patient and family experience across the continuum of care. This involves coordination of meetings, data collection, patient and staff education, and care coordination with teams across UW Health. This role is responsible for the Comprehensive Gender Services Program development, quality assessment, improvement, and inter/intra disciplinary communications. The Coordinator will work collaboratively with all hospital and clinic personnel on shared system and performance improvement projects. In addition, a strong working knowledge of World Professional Association for Transgender Health (WPATH) care standards and third payor coverage policies is critical.

#### MAJOR RESPONSIBILITIES

##### A. Clinical Program Coordination

- Maintain relevant policies and procedures and coordinate patient education, outcomes data collection, quality improvement efforts, and education of relevant staff in the various aspects of the Gender Services program with a focus on patient quality and safety.
- Develop, implement, and maintain nursing care standards for transgender health care.
- Develop the Comprehensive Gender Services Program including policies, procedures, protocols, consent forms, patient education materials, and marketing plan in consultation with the medical director and other stakeholders.
- Act as a consultant and clinical resource to staff through provision of patient care and coordination of care.
- Develop and implement efficient systems and action plans to enhance patient satisfaction and access.
- Serve as a liaison to various campus, community, and national/international transgender healthcare groups.
- Collaborate with clinical staff, providers, and Information Systems (IS) partners for electronic health record (EHR) optimization for patient documentation.
- Collaborate with insurance partners on coverage and policies to advocate for patients, as appropriate.

##### B. Program Growth and Strategic Planning

- Collaborate with the Co-Medical Directors for the program, administration, providers, and staff in business planning efforts to develop and grow the Comprehensive Gender Services Program.
- Serve as the primary operational owner for Gender Services business plan implementation and any program designations, certifications, or accreditations.
- Coordinate patient and referring provider outreach activities in support of clinical program growth.
- Regularly review clinical, operational, and financial data to monitor program success and identify opportunities for improvement.
- Communicate with and engage program stakeholders within and outside of UW Health.

##### C. Education/Outreach

- Serve as a gender services content expert and maintain awareness of best practices.
- Participate in patient, family, and staff programmatic teaching.
- Coordinate appropriate written patient education materials.
- Support and/or participate in research programs, community education, and outreach programs.

**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 of Science – Nursing (BSN)	
	Preferred	Master's degree in Nursing, Business Administration, Management, Public Health, or related field	
Work Experience	Minimum	Three (3) years of work experience as a Registered Nurse Experience leading programs and/or projects with teams	
	Preferred	Experience in transgender program development Knowledge and experience in development, implementation, and evaluation of clinical programs	
Licenses & Certifications	Minimum	Licensed as RN in state of WI	
	Preferred		
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> <li>Effective presentation skills with ability to expertly prepare and present complex information clearly and concisely</li> <li>Ability to generate professional, clear written communications appropriate for the intended audience</li> <li>Demonstrated experience simultaneously managing multiple complex initiatives crossing organizational boundaries</li> <li>Outstanding organizational and time management skills</li> <li>Ability to think systematically and understand the implications of policies and practices</li> <li>Displays strong analytical and process improvement skills with the ability to implement relevant tools and techniques</li> <li>Mastery of Microsoft Office application to create documents, spreadsheets, presentations, roadmaps, and workflows</li> <li>Demonstrates both clinical and operational critical thinking and problem-solving skills with the ability to pursue desired outcomes in complexity and ambiguity</li> <li>Ability to identify, collect, and analyze data using quantitative and qualitative methods and ability to interpret and utilize data to drive improvement</li> <li>Excellent facilitation, conflict resolution, and interpersonal skills</li> <li>Proven customer service skills with ability to work within all levels of the organization and maneuver across different organizational entities and political environments</li> <li>Knowledge of regulatory requirements, confidentiality standards, and health information management systems</li> </ul>	
<b>AGE SPECIFIC COMPETENCY (Clinical jobs only)</b>			
Identify age-specific competencies for direct and indirect patient care providers who regularly assess, manage and treat patients.			
<b>Instructions:</b> 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)	<input checked="" type="checkbox"/>	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)
<b>JOB FUNCTIONS</b>			
Review the employee's job description and identify each essential function that is performed differently based on the age group of the patient.			
<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

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	<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>X</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.