ECMO Program Manager

Job Code: 520004	FLSA Status: Exempt	Mgt. Approval: K. Ostrander	Date: March 2021
Department: ECMO		HR Approval: J. Olson	Date: March 2021

JOB SUMMARY

The Extracorporeal Membrane Oxygenation (ECMO) Program Manager is a Respiratory Care Practitioner who has expertise in ECMO and Extracorporeal Cardiopulmonary Resuscitation Practices (ECPR). This clinician is responsible for the development, implementation, operations, and evaluation of the UW Health ECMO Program.

The ECMO Program Manager is responsible for the organization of services and systems necessary for a multidisciplinary approach to extracorporeal membrane oxygenation. Programmatic responsibilities include quality initiatives, curriculum development, training and staff development, recruiting, scheduling, and maintaining administrative documents for national databases associated with the ECMO Program and Extracorporeal Life Support Organization (ELSO) organization.

The ECMO Program Manager is considered a technical expert in the field of Extracorporeal Life Support (ECLS) practices and is responsible for oversight of a highly complex patient population and program. This position assumes day-to-day responsibility for process and performance improvement activities as they relate to ECMO. Responsibilities include communication to internal and external stakeholders, oversight of the quality performance improvement plan across the care continuum, and preparation and administration of an operating budget. The ECMO Program Manager collaborates with medical faculty, clinical staff, Perfusion, ECMO Specialists, and others to ensure the effectiveness of patient care. In addition, the ECMO Program Manager (or designee) is responsible for triage of potential ECMO patients in collaboration with the ECMO Medical Directors and Perfusion Manager.

The technical complexity of this position requires the incumbent to have a complete understanding of cardiac, congenital pediatrics, pulmonary, vascular, and orthotropic transplantation procedures. ECMO support must be administered to a varied patient population safely and efficiently. The ECMO Program Manager is expected to function as an ECMO Specialist during times of critical staffing needs.

MAJOR RESPONSIBILITIES

Program Leadership
- Develops and establishes operational and strategic goals and objectives consistent with national standards of care in conjunction with the ECMO Medical Directors and the Respiratory Therapy Director.
- Oversees strategic and operational projects related to the ECMO program.
- Coordinates management across the continuum of care, including the planning and implementation of clinical protocols and practice management guidelines, the development and maintenance of policies and procedures, monitoring care of patients, and serving as a resource for clinical practice.
- Stabilizes the complex network of the many disciplines that work in concert to provide high-quality care.
- Ensures appropriate ECMO scheduling and staffing levels are maintained.
- Monitors and submits documentation necessary to maintain UW Health's designation as an ECMO Center of Excellence.

Program Performance
- Manages the collection, coding, scoring, and development of processes for the validation of data.
- Develops quality filters, audits, and case reviews; identifies trends and sentinel events and helps outline remedial actions to improve practice and reduce the potential for patient complications.
- Participates in and contributes to research projects and the analysis and distribution of findings.
- Oversees the collection and utilization of operational and benchmarking data; recommends targets for improvements.
- Analyzes clinical practice to identify opportunities to increase effectiveness and efficiency.
- Researches industry best practices and recommends process improvements to leadership.
- Monitors clinical processes, outcomes, and system issues related to the quality of care provided.

Management of Human Resources
- Interviews and selects candidates who have appropriate clinical skills and professional characteristics to match patient/family and program needs.
- Communicates with employees regarding specific performance expectations on an ongoing basis.
- Responsible for the performance management of employees based on standards of practice and care as well as Respiratory Care Services and UW Health policies and procedures.

- Promotes the growth of staff in areas such as group process, decision making, and clinical skills by identifying strengths and areas for growth, goal setting, formal and informal learning, and coaching.
- Directs and develops leadership and management skills by mentoring and role modeling.
- Delegates activities and projects to staff as appropriate and supervises their accomplishment.

Clinical Care
- Performs at a high degree of skill in providing ECMO to the patient and ensures family centered care, demonstrating excellent bedside manner.
- Serves as an expert clinician with extensive knowledge of ECMO for all phases of patient care and initiates care plans utilizing best practice.
- Ensures patient care practices are compliant with policy, procedures, and guidelines.
- Provides accurate documentation and billing in the electronic medical record.
- Provides clinical consultation to physicians and UW Health System staff on ECMO interventions.

Financial Leadership
- Develops and maintains the ECMO budget based on direction provided.
- Develops, monitors, and adjusts systems as necessary to meet budget and/or productivity targets for cost-effective, quality care.

Other duties as assigned

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

JOB REQUIREMENTS

Education	Minimum	Graduate of a Commission on Accreditation for Respiratory Care (CoARC) accredited School for Respiratory Care
	Preferred	Bachelor's degree in Respiratory Therapy, Health Care Administration, or Business Administration
Work Experience	Minimum	Five (5) years of experience as an ECMO Specialist
	Preferred	Seven (7) years of experience as an ECMO Specialist
Licenses & Certifications	Minimum	• Licensed as a Respiratory Care Practitioner (RCP) in the State of Wisconsin • Registered Respiratory Therapist (RRT) Credentialed by the National Board for Respiratory Care (NBRC) • BLS/CPR Certified
	Preferred	• Adult Critical Care Specialty (ACCS) Certification • Neonatal/Pediatric Specialty (NPS) Certification • Advanced Cardiovascular Life Support (ACLS) • Pediatric Advanced Life Support (PALS) • Neonatal Resuscitation Program (NRP) • Neonatal/Pediatric Specialty (NPS)
Required Skills, Knowledge, and Abilities		• Exceptional oral/written communication skills • Ability to independently research issues and make effective recommendations using critical thinking skills • Effective analytical ability to solve complex problems and issues • Excellent customer service skills and ability to work with a diverse group of people • Track record demonstrating the ability to function independently and as a team member and consistently deliver quality outcomes • General knowledge of the principles and practices of human resource management • Excellent organizational skills and attention to detail • Competent in Microsoft Outlook, Word, Excel, and PowerPoint

UW HEALTH JOB DESCRIPTION

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)
X	Toddlers (1 – 3 years)	X	Young Adult (20 – 40 years)
X	Preschool (4 – 5 years)	X	Middle Adult (41 – 65 years)
X	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. *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. 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
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.