

## UW HEALTH JOB DESCRIPTION

<b>Patient Placement Specialist</b>			
<b>Job Code: 310033</b>	<b>FLSA Status: Non-Exempt</b>	<b>Mgt. Approval: A. Ridders</b>	<b>Date: September 2021</b>
<b>Department: Nursing – Access Center</b>		<b>HR Approval: J. Olson</b>	<b>Date: September 2021</b>
<b>JOB SUMMARY</b>			
<p>The Patient Placement Specialist is responsible for managing the utilization of UW Health’s inpatient beds at UnityPoint Health – Meriter, University Hospital, East Madison Hospital, and American Family Children’s Hospital to facilitate efficient patient progression from all portals of entry to the system’s inpatient setting. The Patient Placement Specialist supports the delivery of patient care by efficiently assigning patients to an appropriate inpatient bed and maximizes census within established hospital and departmental policies in collaboration with clinical teams.</p>			
<b>MAJOR RESPONSIBILITIES</b>			
<ul style="list-style-type: none"> <li>Process bed requests in the electronic medical record</li> <li>Field calls to the Access Center for patient placement and escalate challenging admissions, complex bed requests, and patient flow issues to the Access Center Care Team Leader</li> <li>Ensure all bed requests are entered through the UW Health and UnityPoint Health – Meriter electronic medical record software(s), providing education to end users as necessary</li> <li>Place all non-complex patients based on the <i>Patient Placement Matrix</i></li> <li>Arrange for special care beds, ICUs, monitors, equipment needs, and accommodations for patients</li> <li>Ensure timely communication of bed assignments and cancellations to sending/receiving units</li> <li>Following room reservation, follow bed assignment until the patient occupies the bed. Escalate delays to the Care Team Leader.</li> <li>Provide customer service to and facilitate communication with referring and accepting providers as needed</li> <li>Coordinate transportation needs and bed reservations for direct admissions, providing an arrival time and assigned bed on the phone when possible</li> <li>Monitor system-wide patient movement goals, Emergency Department boarding times for patients waiting for placement, and pre-admitted/special procedures patients and the surgery schedule to anticipate admission bed requests</li> <li>Evaluate the appropriateness of bed holds. Follow up on assigned, prepared beds that are not occupied.</li> <li>Optimize technological tools to communicate cancelled discharges and priority clean requests</li> <li>Follow up on expected discharge dates that have passed or do not yet have an active order</li> <li>Help to identify available beds within the region when UW Health system hospitals are at critical capacity</li> <li>Prepare, reconcile, and summarize previous day census and capacity reports (level of care changes, unexpected admissions, discharged patients, lost patients, etc.)</li> </ul> <p style="text-align: center;"><b>ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED CONSISTENT WITH THE UW HEALTH PERFORMANCE STANDARDS.</b></p>			
<b>JOB REQUIREMENTS</b>			
Education	Minimum	High School Diploma	
	Preferred	Bachelor’s Degree in Healthcare related field	
Work Experience	Minimum	One (1) year of healthcare experience in a role such as Medical Assistant, Nursing Assistant, EMT, Emergency Department Coordinator, Surgical Technologist, or other relevant clinical or administrative title	
	Preferred	Three (3) years of progressively responsible experience in a hospital admissions office, as an inpatient Health Unit Coordinator, or related function	
Licenses & Certifications	Minimum		
	Preferred		
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> <li>High level of interpersonal skills to establish working relationships with physicians and administrative and nursing staff</li> <li>Ability to function independently without supervision and establish work priorities</li> <li>Maintain close attention to detail</li> <li>High level of technical skill to learn various systems and operate them efficiently</li> </ul>	

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	<ul style="list-style-type: none"> <li>Knowledge of health system and interdepartmental hospital functions</li> </ul>
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### 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)		Young Adult (20 – 40 years)
	Preschool (4 – 5 years)		Middle Adult (41 – 65 years)
	School Age (6 – 12 years)		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
<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 - list any other physical requirements or bona fide occupational qualifications not indicated above:</b>			

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.