REGIONAL PROGRAM & SERVICES ANALYST (UHC)

Job Code: 19086	**FLSA Status: Non-Exempt**
Mgt. Approval: Date:	**HR Approval: Date: August 3, 2015**

JOB SUMMARY

Under the direction of the Director of Regional Programs & Services, the Regional Programs & Services Analyst is a representative of the UW Health **M**anagement and **E**ducation **S**ervices for **H**ealthcare (MESH) web-based patient acuity software programs utilized within a variety of health care settings both internal and external. The incumbent is instrumental in providing overarching software support to new and existing clients, but more importantly, collaborates with the team with regard to current and futuristic module specific software design, testing, and data analysis.

The incumbent also oversees MESH module specific acuity system connectivity, specific client analytical requests, audit competency validation (inclusive of dashboards), semi-annual benchmarking, and serves as primary contact for clients utilizing the MESH software products and/or other contractual services. This includes oversight for internal and external meetings, annual conferences, development and maintenance of on-line module specific software documents and files for the MESH program.

In addition, this position will support the Director of Regional Programs & Services by compiling spreadsheets, maintaining and updating databases, running Infoview/Qlikview reports, preparing high level strategic reports. This includes working collaboratively with BPAD and HIMC staff members to define and obtain applicable data.

MAJOR RESPONSIBILITIES

1. Serves as primary contact for MESH clients regarding help desk/support calls; this encompasses trouble-shooting database issues with the web-based software programs, answering questions regarding MESH documents/system parameters, provide instruction for editing data entry or program profile settings; act as the liaison between client and external consultant for technical problems when programming applications are needed

2. Performs updates to the MESH web-based acuity software/database server; loading information, parameter edits, running queries/reports to generate reliable and accurate data within the MESH programs; test systems when enhancements are implemented to ensure performance integrity prior to client distribution

3. Supports new client implementation/orientation by providing data entry; prepares, maintains and utilizes the module specific templates required to implement a new client site in collaboration with the MESH team

4. Incorporates revisions to MESH module specific on-line documents as necessary; issue and compile semi-annual updates to client contact lists; responsible for maintaining MESH client files as well as historical files for obsolete documents (including updates to RCAM)

5. Schedules and obtains results of the semi-annual Benchmarking Data Collection program with MESH clients; participates in the completion and distribution of comparative report summaries following the data compilation; Conducts initial analysis on data to identify any errors or missing information; processes and distributes client-specific trend graphs developed from Benchmarking Data Collection results following finalization of comparative report summaries

6. Compiles and distributes results of MESH annual audits conducted to verify client performance of assessment accuracy based upon module specific targets as approved by the MESH Advisory Board Council; performs initial analysis of results to identify any errors or missing information; works collaboratively with the MESH team to resolve discrepancies

7. Coordinates preparation of the annual User Conference (held in the fall each year); this includes oversight of logistics; solicit/negotiate conference center contract and hotel accommodations, equipment needs, client registration, and coordinates speaker schedules, brochure development with objectives and agenda, as well as the power point presentation in conjunction with the MESH team

8. Plans/organizes Advisory Board Council meetings (in person, as well as topic specific conference calls)

9. Schedules/coordinates topic specific workshops &/or conference calls including participant registration, location reservations, catering arrangements, beverages & snacks, material packets; attends and assists for those presentations held in Madison

10. Coordinates external and internal client and staff meetings; maintain various schedules – confirming date, time, and

location of meeting with attendees

11. Prepares, issues, and maintains annual MESH module specific client maintenance contracts within RCAM

12. Prepares, issues, and maintains billing records, MESH credit card expense, and travel reimbursement/expense reports for the MESH Department and the Director of Regional Programs & Services

13. Compiles monthly year-to-date MESH budget expense statement to facilitate reconciliation and variance reporting with Fiscal Department and ensure accuracy of applied expenses to appropriate ledger accounts

14. Generate letters, memos, and other correspondence using word processing/spreadsheet software; develop professional presentations using PowerPoint and other software applications

15. Plays an active role in team meetings and helps plan & design improvement initiatives (utilizes performance improvement tools, etc.)

16. Demonstrates critical thinking skills in analyzing complex data sets within the software programming, as well as identifying enhancements inclusive of appropriate course of action to resolve perceived issues

17. Applies analytics to data generated by work sampling projects and compiles summary reports; likewise supports regional program specific projects

18. Prepares high level strategic reports using PowerPoint, Access, Excel, Word and Epic applications.

19. Reviews UW Medical Foundation's monthly and quarterly outreach program invoices (mileage and per diems) for accuracy; investigates discrepancies and obtains approval from Outreach Clinics Manager before posting and processing for payment.

20. Maintains BPAD database for all outreach expenses for the Outreach System Value reports; runs reports as requested.

21. Creates annual budget expense tracking spreadsheets for the Mauston, Appleton, Johnson Creek and Sauk specialty clinics. Verifies supply invoices and codes accordingly to budget expense categories in the spreadsheets. Reviews and verifies monthly rent invoices and codes accordingly to budget expense categories in the spreadsheets; processes all invoices for payment once approved by Outreach Clinics Manager.

22. Prepares and updates monthly quality reports for the full-time specialty clinics

23. Other duties as assigned.

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

JOB REQUIREMENTS

Education	Minimum	Associates degree preferred
	Preferred	bachelor's degree beneficial
Work Experience	Minimum	additional experience may be considered in lieu of educational requirements
	Preferred	
Licenses & Certifications	Minimum	
	Preferred	
Required Skills, Knowledge, and Abilities		• Excellent knowledge base/skill set specific to latest versions of internet browsers (Internet Explorer, Google Chrome, Mozilla Fire Fox, etc.) as well as Microsoft Office products (Outlook, Word, Excel, Power Point, Access, Visio, etc.); inclusive of pivot table creation and analytics; webinar technology; and Web-based applications • Ability to think analytically; analyze business issues; translate data; apply tools and resources to meet customer decision making needs. • Ability to use databases and database query tools • Program support or other appropriate experience in a health care setting • Excellent oral and written communication skills – Skilled communicator with multiple audiences and communication modes; able to efficiently convey complex concepts/ideas with solutions • Excellent multi-task, prioritization, and organizational skills • Professional demeanor

UW HEALTH JOB DESCRIPTION

		• Works independently; researches questions/problems independently; seeks guidance from team on problem resolution (self-directed and meets deadlines).

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 FUNCTION
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
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**	**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
	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:				

Physical Activity: Sitting-primary working position, intermittent standing and walking, pushing, pulling, fingering-typing, talking-speaking clearly, hearing at a conversational level, and seeing-near

Work/Environmental: Moderate noise level consistent with an office environment

Personal/Physiological: Interacting and working with people, various duties with moderate changes, and organizational and external communication