

UW HEALTH JOB DESCRIPTION

TRANSPLANT SUPPORT SPECIALIST

Job Code: 850021	FLSA Status: Non-Exempt	Mgt. Approval: C. Bowman	Date: 7.2018
Department: Organ Transplant	HR Approval: nnl	Date: 7.2018	

JOB SUMMARY

The Transplant Support Specialist assists the Transplant RN Coordinator in carrying out supportive services for the management of the transplant candidate, transplant recipient and living donor. This individual may support any of the UW Transplant kidney, liver, pancreas, heart, lung, and living donor transplant programs.

The Transplant Support Specialist is responsible for the application of knowledge regarding the United Network for Organ Sharing (UNOS) and the Center for Medicare and Medicaid Services (CMS) regulations specific to the compilation of patient medical records, generation of documentation and compliance requirements of transplant patients, in addition to standard care. This includes entries into the electronic health record, scheduling of tests and appointments, communicating with transplant patients and living donors, generating patient and provider correspondence, triage incoming patient calls, and generally assisting the Transplant RN Coordinator in supporting patient care from referral, evaluation, organ transplant and through long-term management of patients after their transplant. The Transplant Support Specialist assists in assuring the effective and efficient operations of the transplant program through support services.

MAJOR RESPONSIBILITIES

Transplant Patient Care Support:

- Support the specialized workload of at least one, but up to several, Transplant RN Coordinators and/or Social Workers in the care of the transplant patient.
- Utilize the electronic medical record to communicate with care team members, make patient information inquiries, enter and update information, create and send patient/provider correspondence, monitor work queues and create reports
- Request medical records and images from outside medical facilities, review documentation for relevancy and completeness, label and scan records prior to health information management workflows.
- Assist in the completion of preparation work to ensure that patients are ready to be treated at our transplant center in accordance with CMS and UNOS guidelines
- Triage incoming patient calls by determining urgency and/or taking messages as it relates to clinical care as a member of the Transplant Call Center.
- Performs external lab results entry and QA for transplant patients utilizing outside lab facilities, Completes FMLA paperwork and special forms for recipients and donors in a time sensitive manner.
- Coordinates kidney, liver, pancreas, heart and/or lung selection meetings. This includes entry of patient-specific criteria into a third-party predictive analytics program that assists the selection committee with transplant patient outcomes.
- Assist with the preparation of Transplant Outreach Clinic efforts, including provider support, patient and clinic communications, schedules, medical records and billing paperwork.

Coordination of Resources:

- Coordinates and communicates the daily coverage plan for transplant operations, including unscheduled absences and any changes required to support daily functions.

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

JOB REQUIREMENTS

Education	Minimum	High School Diploma or equivalent
	Preferred	Associates degree in healthcare or related field, or post high school education

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Work Experience	Minimum	1-year experience working in a patient related healthcare setting
	Preferred	3 years' experience in a health care support role or transplant setting
Licenses & Certifications	Minimum	
	Preferred	
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> • Ability to prioritize, plan and organize work in a busy clinical environment • Detail oriented • Knowledge of medical terminology • Excellent customer service abilities. Ability to establish and maintain effective working relationships with other staff. • Ability to communicate effectively, both verbally and in writing • Ability to be self-directed in accomplishing the coordination and decision making responsibilities associated with the role. • Ability to take direction, but also work with minimal supervision once expectations are clearly stated. • Ability to be resourceful in problem solving • Ability to be flexible in response to changing demands and adaptable to change • Ability to be organized and handle a high volume of work under pressures. • Ability to work shift as scheduled and contribute to coverage needs of transplant operations, if/when needed.

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 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.	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:		•		

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

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.