

UW HEALTH JOB DESCRIPTION

DIRECTOR, POPULATION HEALTH

Job Code: 113024	FLSA Status: Exempt	Mgt. Approval: R. Lankton	Date: January 2023
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Department: Population Health	HR Approval: J. Olson	Date: January 2023
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JOB SUMMARY

The Director of Population Health is responsible for the direction and leadership of operational, financial, programmatic, and human resources activities for Population Health. The position provides direction and leadership to ensure UW Health meets the Quintuple Aim of enhanced patient care, improved population health, reduction of cost, better care team well-being, and advanced health equity. This includes establishing, meeting, and continuously monitoring the goals and objectives of Population Health initiatives while maintaining alignment with the strategic goals and objectives for UW Health. While the range of duties and responsibilities is broad and varied, the position's major responsibility is directing the day-to-day operations, budgeting, financial management, and human resource management for the department. The Director works closely with a variety of stakeholders, coordinating the activities of Population Health across the enterprise to develop, implement, and evaluate Population Health programs and initiatives. The incumbent will direct and maintain the Population Health Roadmap which encompasses Population Health Care Model, Accountable Care Organization, and Community Health Improvement plans.

The Director of Population Health serves as the programmatic and operational leader for Population Health and is responsible to the Vice President, Population Health, working in a dyad relationship with the Medical Director, Population Health. The Director works closely with UW Health employees, leaders, and cross-functional teams across the enterprise.

MAJOR RESPONSIBILITIES

Departmental Leader

- Provides an experience and environment of patient and family-centered care.
- Interprets impact of broad scope organizational change for staff and develops change strategies for successful implementation.
- Incorporates UW Health's vision, missions, and values in goals and programs within Population Health.
- Develops and manages operational initiatives with measurable outcomes.
- Formulates objectives, goals, and strategies collaboratively with other stakeholders.
- Prepares and delivers reports to operational leadership outlining progress toward meeting annual goals and objectives, to include performance related to finance, quality, safety, marketing, and human resources.

Financial Manager

- Actively seeks opportunities to improve financial outcomes, engaging staff in the process.
- Establishes annual financial goals and actively uses benchmarking to high performing systems in similar area of expertise to set annual targets.
- Monitors and analyzes financial data and utilizes for decisions regarding FTEs, staffing, and operational budget.
- Establishes an annual operating and capital budget, demonstrating fiscal responsibility through meeting budget targets.
- Creates business plan(s), justifying variances and analyzing cost-benefit of programs.
- Directs and provides guidance to leaders to effectively allocate resources based on space availability, budget constraints, and program priorities, goals, and objectives.
- Articulates the budget and the context within the organizational financials to staff.

Administrative Leader

- Contributes to the success of UW Health by providing leadership, direction, and coordination of operations, programs, finances, and human resources for area of responsibility.
- Manages and directs all activities within area of responsibility.
- Continually assesses all services, identifies problems, and utilizes data to analyze and propose innovative approaches for solutions.
- Maintains records related to operations and services that are complete, accurate, available, and in compliance with all legal, regulatory, and policy requirements.

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- Engages staff and other stakeholders in continuous improvement of systems and processes; manages resources for staff participation in improvement work activities.
- Ensures effective facilitation of improvement teams and development of leadership skills to ensure overall effectiveness of the meetings.
- Organizes and prioritizes time and resources to manage efficiency. Appropriately delegates.
- Remains current of new trends and best practices and incorporates into Population Health programs.
- Articulates and enforces standards for quality/safe patient care.
- Develops and implements innovative systems and processes that improve staff and patient quality and safety.
- Demonstrates achievable and measurable results and develops action plans for improvement.
- Initiates, monitors, and enforces regulatory requirements.
- Holds self and others accountable to policy, standards, and commitments and provides timely follow through on questions and concerns.
- Ensures development of Population Health initiatives to improve patient satisfaction and family centered care.
- Develops and implements measures for quality improvement, cost and complication reduction, and the implementation of evidence-based programs.
- Incorporates the use of evidence-based practice and appreciative enquiry into program development and improvement activities.
- Actively listens to staff ideas and concerns, assesses the communication styles of others, and adapts to them.
- Effectively facilitates meetings at Population Health and organizational level.
- Creates bi-directional systems that effectively communicate information and data, utilizing multiple methods.
- Articulates and presents data, information, and ideas in a clear and concise manner.
- Communicates opinions and ideas in a nonthreatening and nonjudgmental manner to staff, peers, and others.
- Communicates with physicians, academic department leaders, and senior administrators to maintain coordination with other UW Health programs.
- Demonstrates empathy and concern while ensuring Population Health goals are met.
- Manages the complex interdepartmental and interdisciplinary relationships to assure collaboration and effective/efficient operations within Population Health.
- Creates an environment that encourages diverse opinions, recognizes differences, and incorporates into process and services.
- Exhibits awareness of personal attitudes and beliefs, recognizing its effect on response to others.
- Creates a culture and systems for recognizing and rewarding staff.

Resource Manager

- Creates and maintains a satisfying workplace that fosters professional growth and job satisfaction for all members of the healthcare team.
- Interviews to select top talent, matching Population Health needs with appropriate skill sets.
- Develops and implements recruitment and retention strategies that support a culture of leadership.
- Identifies and addresses own professional growth needs.
- Assesses manager and staff development needs, identifies goals, and provides resources.
- Identifies lack of competency in performance and establishes a plan which includes goals, interventions, and measures.
- Maintains membership in professional organization(s) to develop knowledge and resources through networking, continuing education, and participation in national, regional, and/or local activities.
- Ensures integration of ethical standards and core values into everyday work activities.

Educator/Research Facilitator

- Provides opportunities to aspiring clinicians and leaders to develop skills to meet career goals.
- Contributes to a learning environment by providing educational and research experiences to students, residents, fellows, and faculty.

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Critical Interfaces

- Leads and/or serves on a variety of appropriate internal and external committees to represent Population Health.
- Serves as a representative of Population Health to UW Health in order to facilitate the shared interests and relationship between the parties.

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

JOB REQUIREMENTS

Education	Minimum	Bachelor's degree in a relevant subject area such as Public Health, Nursing, Health Administration, Social Work, Business Administration, Industrial Engineering, or related field
	Preferred	Master's degree in a relevant subject area such as Public Health, Health Administration, Public Administration, or Public Policy
Work Experience	Minimum	5 years of relevant experience in the management of population health-related programs such as health system management, health plans, or public health
	Preferred	Experience in a large academic health system or integrated health care delivery system
Licenses & Certifications	Minimum	
	Preferred	
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> • Excellent communication and interpersonal skills to include the ability to negotiate and resolve conflicts and build teams • Demonstrated creativity and flexibility • Ability to operate in high-pressure situations • Excellent organizational skills • Demonstrated innovative approach to problem resolution • Ability to work collaboratively across UW Health entities and disciplines • Demonstrated commitment to patient and family-centered care • Broad knowledge of modern health care administration practices and principles within a managed care environment and/or an academic medical center • Effective analytical ability in order to develop and analyze options, recommend solutions to, and solve complex problems and issues • Demonstrated effective administrative leadership • Knowledge of principles and techniques used in negotiation as applied to service contracts and equipment purchasing • Effective organizational, planning, and project management abilities • Experience in financial and programmatic presentations • Ability to function independently and deal with multiple simultaneous projects • Ability to recognize personal strengths and areas for improvement and develop goals for professional growth and achievement • Ability to demonstrate a commitment to quality and excellence • Effective leadership abilities: <ul style="list-style-type: none"> ○ Ability to implement change in a positive, sensitive, and forward-thinking manner ○ Planning and problem solving ○ Developing goals and objectives and establishing priorities ○ Inspires confidence, appropriate risk taking, and achievement of high standards ○ Self-starter with a willingness to try new ideas ○ Positive, can-do attitude coupled with a sense of urgency ○ Good judgment and ability to act decisively at the right time ○ Ability to persuade others and develop consensus

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	<ul style="list-style-type: none"> ○ Effective communication skills both in written and verbal presentation with a communication style that is open and fosters trust, credibility, and understanding ○ Ability to affect collaborative relationships and promote teamwork ○ Ability to ensure a high level of customer satisfaction including employees, patients, visitors, faculty, referring physicians, and external stakeholders ○ Ability to create win/win solutions and relationships ○ Must be willing to travel for meetings
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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#
Other - list any other physical requirements or bona fide occupational qualifications not indicated above:				

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.