

## UW HEALTH JOB DESCRIPTION

### MANAGER, PATIENT AND FAMILY EXPERIENCE

Job Code: 301019	FLSA Status: Exempt	Mgt. Approval: L. Sparks	Date: January 2022
Department: Center for Patient & Family Experience	HR Approval: S. Whitlock	Date: January 2022	

#### JOB SUMMARY

The Patient and Family Experience manager provides management and oversight for the patient experience improvement program, driving the organization's evolution to a patient-centered culture. Under the direction of the Patient and Family Experience Director, this position has overall responsibility for the management and development of patient and family experience professionals who facilitate organizational patient and family experience improvement work across UW Health.

The Manager, in collaboration with the Director of Patient and Family Experience, provides a strategy that includes foundational elements of exceptional patient and family experience essential to creating a patient centered culture and a data strategy that includes analysis and actionable insights to drive continual improvement, The Manager collaborates across the system to implement and sustain the critical elements needed to execute on patient and family experience best practices and tools. The Manager is responsible for overseeing volunteer programs managed by the Program Manager, Volunteer Services to ensure strategic alignment of volunteer programs and roles.

#### MAJOR RESPONSIBILITIES

1. Build a high performing team of patient and family experience professionals. Hire, train and retain high performing staff. Establish a development plan for each team member. Conduct performance reviews.
2. Responsible for understanding patient and family experience best practices.
3. Responsible for the identification, planning, implementation, and evaluation of patient experience best practices throughout UW Health.
4. Model and recommend patient centered care best practices to management, employees and physicians throughout UW Health.
5. Monitor and evaluate the results of all patient experience surveys. Maintain a data reporting system. Recommend changes as needed. Collaborate with key stakeholders to facilitate interpretation of patient experience data. Ensure reporting on findings to key stakeholders leads to transparency and outcomes.
6. Provide data analytics and metrics to enable the organization in the establishing priorities, goals and establishing a plan of action.
7. Ensure volunteer programs are aligned with UW Health strategic priorities, meet the needs of patients and families and support needs of volunteers.
8. Serve as a content expert and active team member on process improvement projects, collaborate to provide learning and development opportunities for system leaders, physicians and employees related to delivery of outstanding patient experience.
9. Contribute to the development of Patient and Family Experience budgets.
10. Lead selected patient experience improvement projects.
11. Ensure that follow-up and monitoring of patient and family experience improvement action plans are completed and documented in a timely fashion.
12. Ensure patient and family centered principles are evaluated and incorporated into design of processes, behaviors, and other standards across the organization.
13. Adhere to Service Standards
14. Provide exceptional customer service, honor the patient family perspective and respect diversity of all individuals as illustrated by the Respect for People commitments and behaviors.

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

#### JOB REQUIREMENTS

Education	Minimum	Bachelor's degree in Business Administration, Health Care Administration, Nursing, Industrial Engineering or other health related field
	Preferred	Master's Degree in Business Administration, Health Care Administration, Nursing, Industrial Engineering or other health related field.
Work Experience	Minimum	<ul style="list-style-type: none"> <li>• Five (5) years of experience working in health care environment</li> <li>• Two (2) years of experience in developing and sustaining programs</li> </ul>
	Preferred	<ul style="list-style-type: none"> <li>• Three (3) years of management experience in quality improvement in a</li> </ul>

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		healthcare environment preferably focused on the patient experience with proven track record of success
Licenses & Certifications	Minimum	
	Preferred	
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> <li>• Ability to influence and lead by example and to establish and maintain positive relationships</li> <li>• Ability to function independently and deal with multiple, simultaneous projects.</li> <li>• Must demonstrate effective communication and collaboration, and effective problem-solving.</li> <li>• Strong organizational and prioritization skills.</li> <li>• Effective leadership abilities:             <ul style="list-style-type: none"> <li>○ Ability to implement change in a positive, sensitive and forward-thinking manner</li> <li>○ Planning and problem solving</li> <li>○ Developing goals and objectives, and establishing priorities</li> <li>○ Inspires confidence, appropriate risk taking and achievement of high standards</li> <li>○ Self-starter with a willingness to try new ideas</li> <li>○ Positive, can-do attitude coupled with a sense of urgency</li> <li>○ Good judgment and ability to act decisively at the right time</li> </ul> </li> </ul>

### 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,

<input type="checkbox"/>	Infants (Birth – 11 months)	<input type="checkbox"/>	Adolescent (13 – 19 years)
<input type="checkbox"/>	Toddlers (1 – 3 years)	<input type="checkbox"/>	Young Adult (20 – 40 years)
<input type="checkbox"/>	Preschool (4 – 5 years)	<input type="checkbox"/>	Middle Adult (41 – 65 years)
<input type="checkbox"/>	School Age (6 – 12 years)	<input type="checkbox"/>	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>X</b>	<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>
List any other physical requirements or bona fide occupational qualifications:				

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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.