RN Manager, Perioperative Informatics

Job Code: 801013	**FLSA Status: Exempt**	**Mgt. Approval: A. Mork**	**Date: January 2021**
Department: Surgical Services		**HR Approval: J. Olson**	**Date: January 2021**

JOB SUMMARY

The Manager, Perioperative Informatics is responsible for leading, managing, educating, and coordinating clinical informatics programs in perioperative services. The Manager is a Registered Nurse with past clinical experience in perioperative services whom is knowledgeable about the nursing process and nursing practice, evidence-based practice, relevant regulatory mandates, and principles of quality/safety improvement. The Manager autonomously directs and leads the management and education of analytics, clinical informatics, and other clinical applications directly affecting perioperative services (e.g., Electronic Health Records Systems, Healthcare Technology Management, and Information Services) in the Department of Perioperative Services. The Manager provides direct oversight, guidance, and leadership support to the Perioperative Supervisors and operations support.

MAJOR RESPONSIBILITIES

Clinical Practice and Leadership

- Responsible for the promotion and management of performance expectations, identifying strengths and weaknesses, goal setting, formal and informal learning, and coaching of employees based on departmental and UW Health enterprise human resource policies and procedures utilizing the UW Health Way leadership support models.
- Provide expertise at an advanced level which requires a significant amount of specialized perioperative clinical expertise.
- Lead mid to large range initiatives through the appropriate phases of implementation and support throughout the UW Health enterprise.
  - Plan, coordinate, collaborate, and support Perioperative Services operations and IS staff/management along with internal and external operational partners, business and clinical, as well as external entities as necessary in the implementation of clinical and non-clinical informatics initiatives.
- Lead and develop electronic solutions that contribute to the improvement of staff well-being.
- Define priorities and identify, communicate, and confirm the allocation of resources necessary to align department and organization clinical informatics priorities.
- Develop a strong, collaborative relationship with medical informatics, nursing informatics, internal and external perioperative leaders, clinical and non-clinical end users, and other ancillaries.
- Partner with the Op-Time Health Link team to promote user friendly and functional Optime builds.
- Serve as a leader in a consultative role for other leaders and clinical staff with necessary flexibility in daily activities to meet the complex and changing departmental needs.
- Manage human resources effectively to achieve identified objectives, expected outcomes, delivery, and sustainment.
- Assure compliance with applicable Perioperative Service and Nursing Departments established standards, Joint Commission standards, state codes, and other legal requirements.
  - Participate, prioritize, and support departmental efforts needed to comply with regulatory agency requirements and actively participate in regulatory surveys.
  - Identify electronic indicators to assist perioperative leaders to measure, evaluate, and improve patient care and outcomes.
  - Initiate the development and revision of the electronic health record systems and policies and procedures related to the above-mentioned standards.
- Understand business needs and processes for area of responsibility. Work with appropriate leaders and staff to ensure the business applications support current and planned business needs.
- Promote cost effectiveness through value-based role modeling by way of demonstration, participation, observation, and education.
- Direct operations and work priorities in a manner that enables the team to be responsive to business needs in a

day to day operational mode while continuing to fulfill departmental and system needs in support of strategic clinical and business initiatives.

- Collaborate with Business Partners related to budget resource decisions.
- Lead and contribute to the development of annual perioperative plans as it relates to the clinical system annual enterprise-wide plans.
- Lead the evaluation, selection, testing, problem identification, and implementation of all clinical informatics programs and other associated systems within the Perioperative Services department through collaboration with Perioperative leadership, project teams, and/or vendors.
- Lead the development and implementation of a vision of how technology can support professional nursing practice.
- Lead the Perioperative Services Department and leaders in establishing technical direction and preparing and meeting strategic plans.
- Remain abreast of advances in the areas of healthcare technology and information management systems and their effect on and translation into nursing practice.
- Evaluate current interventions and emerging technologies to ensure implementation of strategies that promote viable data, cost, safety, and quality outcomes.
- Provide a nursing perspective and articulate nursing needs related to integration of technology in patient care delivery.
- Evaluate necessary changes in nursing clinical practice and workflow as related to technology, including new functionality and functional applications.
- Analyze processes and implement necessary process improvements related to technology inventory and lifespan; obtain and analyze data related to the software/hardware needed to meet clinical demands.
- Evaluate practice setting suitability for use of technology with the goal of ultimately achieving one standard of care.
- Assist leaders and others in the interpretation and use of data for decision-making.
- Promote inquiry by stimulating and encouraging leaders and other users to question and investigate best practice phenomenon with respect to the impact of technology on workflows within non-clinical and clinical practice. Improve and innovate the use of technology within these clinical and non-clinical practice areas.
- Contribute to the development of clinical/nursing informatics practice and the education of the application of clinical technology within the practice of Nursing.
- Monitor customer satisfaction with electronic and non-electronic initiative execution, operational support, and sustainment. Identify opportunities and implement changes to drive service improvement.
- Ensure processes and documentation of systems analysis, support documentation, and project management are conducted at the level appropriate for the project. Examples of documentation include current procedures review, functional requirements, project plans, meeting minutes, issues documentation, regular status updates to project stakeholders, and other document recommended by the operational and project management leads.
- Facilitate interdisciplinary leadership on healthcare informatics in conjunction with colleagues from Nursing Informatics and Information Systems.
- Lead management of nursing informatics projects including, but not limited to:
  - Assess unit and department technology needs.
  - Coordinate orientation classes, educational material, and supporting documents at implementation.
  - Provide ongoing end user education related to clinical software and hardware systems utilized by clinical staff.
  - Develop system related clinical writings (e.g., protocols, guidelines, etc.) and policies and procedures.
  - Provide support to nursing staff for relevant technologies through regular clinical rounds.
  - Provide support for daily system operations for relevant technologies.
- Ensure that reliable data are being reported in perioperative and patient care services information system.
- Evaluate outcomes of technology use including but not limited to feedback from users' impact on improved

patient safety.

Human Resources Management

- Integrate the AHRQ Culture of Safety Model, Team STEPPS, in standard staff communication regarding specific performance and departmental expectations.
- Recruit, interview, and recommend candidates for selection who have appropriate clinical skills and professional characteristics to match department needs and select those in congruence with service excellence.
- Actively support and mentor new leaders and various healthcare disciplines, both directly and indirectly reporting to this position.
- Facilitate staff engagement and commitment to the institution and staff retention through leader rounding and huddles, including developing and implementing engagement action plans.

Resource Management

- Provide leadership role in the justification, acquisition, implementation, and integration of new products and technologies into Perioperative Services.
- Participate in preparation of operating budgets related to informatics (e.g., hardware and software, staffing) and expense estimates in collaboration with the Business Partner(s) and Director of Surgical Services.
- Initiate necessary modifications to department resource commitments as financial change dictates.
- Support the infrastructure necessary to develop and monitor a system for timely, accurate charge entry and reconciliation.
- Research new informatic technologies and evaluate quality or cost improvements.
- Prepare documentation and participate in evaluation and acquisition of capital equipment for informatics projects.

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

JOB REQUIREMENTS

Education	Minimum	• Bachelor of Science in Nursing (BSN) • Master's degree in Nursing field, Nursing Informatics, Computer Science, or Information System field or ability to obtain within five (5) years of hire
	Preferred	
Work Experience	Minimum	Three (3) years of progressive relevant clinical and/or informatics-related experience
	Preferred	• Management or other applicable leadership experience with a high degree of Independence, creativity, and problem-solving • Project Management • Prior surgical service experience in an academic medical center or complex healthcare system • Analytic experience
Licenses & Certifications	Minimum	RN Licensure in the State of Wisconsin
	Preferred	CNOR or Certified Professional in Healthcare Information and Management Systems (CPHMIS) or EPIC – OpTime Certification
Required Skills, Knowledge, and Abilities		• Interpersonal communication, problem solving, and conflict resolution skills • Evidence of ability to function with a high degree of independence while actively collaborating with health care members providing care for highly complex patients • Excellent analytic skills to include the understanding and documentation/clinical processes and the ability to identify opportunities to improve processes through technology. Strong inter-disciplinary collaboration necessary to execute clinical informatics programs with individuals of different

	education, background, and varying degrees of technical experience.
	• Advanced level of expertise in nursing practice, perioperative nursing, and nursing change management. Expertise in clinical informatics is applied to nursing practice.
	• Consultative approach to work with user in assessing needs and requirements.
	• Strong organizational skills to manage multiple projects and programs with ease and efficiency
	• Excellent written and oral communication skills
	• Knowledge and skills in quality improvement methodologies
	• Knowledge of current literature that impacts technology/information needs as well as financial management

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
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:				

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.