

UW HEALTH JOB DESCRIPTION

Integrative Health Services Coordinator

Job Code: 930022	FLSA Status: Non-Exempt	Mgt. Approval: P. Swain	Date: February 2022
Department: Integrative Health (3030194)		HR Approval: A. Phelps Revolinski	Date: February 2022

JOB SUMMARY

The Integrative Health Services Supervisor is responsible for leading the daily and administrative functions for the Integrative Health Clinical Services and associated programming. The position provides direction and leadership to ensure UW Health meets the 'Quadruple Aim' of great patient care and improved population health within an efficient cost structure while improving the work life of providers and staff. Principal responsibilities include managing the clinical services, managing of staff and resources, facilitating research and education, and maintaining compliance with all policies, procedures, and regulations. The Integrative Health Services Supervisor facilitates communication, coordination, and collaboration among disciplines regarding identification, planning, and provision of high quality, cost-effective care. The Integrative Health Services Supervisor is a resource within the institution and to the community in their area of expertise.

MAJOR RESPONSIBILITIES

- Lead the day-to-day operation and coordination of Integrative Health Services patient care.
- Lead the clinic to improve patient, provider, and staff satisfaction.
- Identify opportunities to increase quality, safety, effectiveness, and efficiency.
- Assure compliance with applicable clinic standards and accreditations.
- Initiate the development and revision of policies and procedures specific to the programs of care.
- Recruit, hire, train, and mentor new contract providers, including Acupuncture, Massage Therapy, Healing Touch, Feldenkrais and other supportive services.
- Ensure timely and accurate monthly payroll for contract providers, maintain tracking spreadsheets of volumes, revenues and expenses for individual providers and the Integrative Health Services.
- Create and monitor the Contract Providers Health Link patient care templates and review appointments for pre-pay and insurance billing accuracy.
- Educate patients, schedulers and providers on insurance coverage updates and evaluate and reconcile insurance denials
- Oversee the completion/monitoring of staff competencies and compliances.
- Identify and establish clinical learning opportunities for Integrative Health medical students and Fellows.
- Assist Wellness and Integrative Health Manager with developing operating budgets, including volume projections and expense and revenue estimates. Analyze and monitor actual budget performance and address variances.
- Collaborate with Integrative Health Medical Director and Wellness and Integrative Health Manager to plan and develop additional growth areas and services.
- Evaluate current market trends and research to identify new initiatives and growth opportunities
- Maintain a patient care schedule appropriate to license and/or certification as time permits.

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

JOB REQUIREMENTS

Education	Minimum	Bachelor's degree in health-related field. Four years relevant experience in addition to the work experience requirement may be considered in lieu of a bachelor's degree.
	Preferred	Master's degree or equivalent in a health-care related field
Work Experience	Minimum	Minimum of three years related experience in patient care
	Preferred	Experience in a health care setting Supervisory experience Experience in public speaking and teaching
Licenses & Certifications	Minimum	Basic Life Support (CPR/AED) Licensed and/or certified in an Integrative Health practice (such as Acupuncture or Massage Therapy)
	Preferred	
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> • Excellent interpersonal communication, problem solving, and conflict resolution skills. • Possession of analytical decision-making skills necessary to quickly assess and resolve complex logistical, technical, and patient care problems and issues. • Ability to train, motivate, and supervise staff. • Ability to address and manage conflict in a direct and professional manner. • Ability to build collaborative relationships with providers.

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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#
List any other physical requirements or bona fide occupational qualifications:			

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.