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|----------------|---------|----------------------|------------|-----------------|------------------|------------------|
| Effective Date | ER Code | Approved title/Grade | Title Code | Date Classified | Analyst Initials | Job Number BR |
|----------------|---------|----------------------|------------|-----------------|------------------|------------------|

(The above section will be completed by the Compensation Unit following review)

Job Description/Employment Requisition Form

In addition to completing this form, please provide a copy of the most current departmental organization chart as it relates to this position, or reclassification. For reclassifications, please note the name and current title of the incumbent.

| | | | |
|---|--------------------------|--|---|
| Name: N/A | | Employee ID: | |
| Department: Proposed | | Home Dept. # (6 digits): For AA Goals | |
| Payroll Title (If MSP, add grade level): | | Title Code: | |
| Current Payroll Title: | | Recommended Working Title: | |
| Supervisor's Name: | | Supv Phone # | |
| New Position: | Yes | Replacement For: | |
| Signif. Duty Changes: | Yes | No | Screening Questions: Yes No |
| Career Position? | Yes | No | Physical/Health Screening Required? Yes No |
| Critical Position? | Yes | No | Work Hours: Monday – Friday 8-5pm |
| % Time: | 100% | | |
| Work Location: | SFGH | | |
| End Date (if any) | Bulletin Posting: | | Yes No |
| Dept. Contact/Resume Reviewer: | Phone number: | | |
| e-mail: | Account/Fund #: | | |
| Department Affirmative Action Goals: | | | |

Job Summary (Purpose of the Position – please give a brief description of the overall purpose of the position. “Why does this position exist?”)

A critical member of the Ambulatory Integration Team at SFGH, the position of Specialty Program Manager has dual responsibilities of providing operational oversight of the eReferral system and engaging specialty clinics with data metrics.

Specific eReferral-related responsibilities include: providing day-to-day operational oversight of the program by managing the implementation process for participating services; working with services and IT staff to update the eReferral portal; serving as a resource for eReferral users across the system; conducting audits of specialist reviewer response rates; communicating and serving as a program resource to a broad range of internal and external stakeholders; tracking eReferral interest from outside institutions; developing and delivering outreach presentations to eReferral users; drafting eReferral-related proposals and reports as needed. With transition to a vendor-based system, the interface will shift from working with internal IT staff to working with vendor representatives.

Specific data-related responsibilities include: generating data reports for specialty clinics as needed using Access, i2iTracks, eReferral and NCR Picker systems; working with other Ambulatory Integration Team members and clinical staff to develop and refine specialty data dashboard metrics that encompass operational, clinical, patient experience, utilization and

financial arenas (dashboards are produced and pushed out by the Data Center); engaging specialty clinic leadership in improvement efforts based on data dashboards; reviewing and analyzing eReferral data for operation and evaluation purposes.

Note: If this is a reclassification request or a replacement with significant changes, please briefly describe (no more than 2 paragraphs) the significant changes that have taken place since the position was last reviewed. Additionally, please provide a copy of the former job description for the position.

Key Responsibilities Indicate key functions in detail, and the estimated percentage of time spent performing each function. If there are more than 10 key responsibilities, some of the similar functions may be grouped together and an estimated % applied. If applicable, describe the position’s role in planning, managing or coordinating the programs, functions, activities, and processes of the organizational unit to achieve unit goals and objectives. Please indicate which responsibilities are considered "essential" to the successful performance of the job as defined by the EEOC: *“Essential functions are the basic job duties that an employee must be able to perform...You should carefully examine each job to determine which functions or tasks are essential to performance.”* The following website can provide guidance: <http://ucsfhr.ucsf.edu/index.php/dismgmt/article/1205>

| <p>% of time</p> | <p>Essential Function (Yes/No)</p> | <p>Key Responsibilities <i>(To be completed by Supervisor)</i></p> |
|----------------------|--|---|
| <p>50</p> | <p>Yes</p> | <p>eReferral Program Operations (30%): Responsible for operations related to clinic/service implementation, maintenance and updates. Meet with service representatives to develop service-specific policy pages, functionality, and data collection. Work closely with IT staff to update the eReferral portal as needed. Provide frontline technical assistance and serve as resource for eReferral users. Provide quality assurance to ensure reliable system functionality, including monitoring specialist reviewer response rates on a weekly basis and providing as-needed reminders to ensure timely response rates.</p> <p>Outreach (10%): Create and maintain basic training materials for eReferral users in the form of powerpoint presentations and/or web-based modules. Systematically conduct trainings for new user sites or for new programmatic functions. Conduct refresher trainings as needed/requested.</p> <p>Communication and Program Liaison (10%): Develop and disseminate eReferral updates tailored for specific groups (e.g. steering committee, specialist reviewers, primary care providers, etc.). Respond to program inquiries from external institutions, provide eReferral demos, and track organizational interest in eReferral. Coordinate conference calls and site visits as needed.</p> |
| <p>50</p> | <p>Yes</p> | <p>Data and Evaluation: Generate as needed data reports for specialty clinics from Access, i2iTracks, eReferral and NCR Picker systems. Work with database manager to generate additional ad hoc specialty data as needed. Work with other Ambulatory Integration Team members and clinic leadership to develop and refine specialty data metrics that encompass operational, clinical, patient experience, utilization and financial arenas for dashboards that will be produced by Data Center on scheduled basis. Engage specialty clinic leadership in improvement efforts based on data dashboards. Active review and analysis of eReferral data, with dissemination of program results and evaluation learnings to SF safety net stakeholders and other interested parties. Provide support for CIAQ related initiatives that are focused on improving the San Francisco safety net healthcare delivery system.</p> |
| <p>100%</p> | | <p><i>(To update total %, enter the amount of time in whole numbers</i></p> |

(without the % symbol - e.g., 15, 20) then highlight the total sum (e.g., 1%) at the bottom of the column and press F9. The total sum should add up to 100%.)

Knowledge, Skills and Abilities - Please list the knowledge, skills and abilities associated with success in this position and indicate whether they are required or preferred. Items marked as **required** must be possessed by any candidate to be considered for the position. **Required** qualifications will be included in the job posting and will be used to screen applicants. **Preferred** qualifications may be used to enhance success in the search of the candidate but do not disqualify candidates without them from consideration.

| | Required | Preferred |
|---|----------|-----------|
| Mastery of Microsoft Office Suite products, including Microsoft Word, Powerpoint, and Excel | X | |
| Facility with relational database products such as Microsoft Access | X | |
| Outstanding written and oral communication skills | X | |
| Outstanding interpersonal skills | X | |
| Outstanding organizational skills | X | |
| Outstanding analytical skills | X | |
| Significant experience with writing reports and delivering public presentations | X | |
| Experience with project management | X | |
| Experience with project evaluation | | X |
| Experience with quality improvement initiatives | | X |
| Experience with basic HTML programming | | X |

Education, Training and Experience - Please list the education, training, and/or years of experience associated with success in this position and indicate whether these are required or preferred. Items marked as **required** must be possessed by any candidate to be considered for the position. **Required** items will be included in the job posting and will be used to screen applicants.

| | Required | Preferred |
|--|----------|-----------|
| Master's degree in public health, public administration, public policy | X | |
| Experience with health care delivery systems and safety net systems | | X |
| | | |
| | | |
| | | |

List required licenses or certifications, if any: _____

Problem Solving

Please provide 2-3 examples of problem solving for this position as described below (please be brief: 1-3 sentences for each example).

Common problems solved by the employee:

- A specialist reviewer wants to update the policy page for her eReferral service.
- A scheduler requests access to the scheduler's worklist for a particular clinic.
- A specialist reviewer requests the ability to redirect specific and commonly made inappropriate referrals to her clinic.

Less frequent and more complex problems solved by the employee:

- A referring provider discovers that an eReferral made for his patient has suddenly "disappeared" from his worklist.
- A specialist reviewer wants to be able to sort her referrals by a new category for reporting purposes and would like a sorting function to be built into the system. A

determination needs to be made whether this function will be useful/beneficial across multiple eReferral services and easily built by IT lead.

Problems/situations that are referred to this employee's supervisor:

- An audit of reviewer response rates revealed that a clinic's referrals were not being responded in a timely manner based on program expectations/requirements. After repeated reminders, there has been no change in reviewer activity.
- A reviewer and IT staff cannot come to an agreement over the reviewer's desired changes for a specific eReferral function for her service.

Management of Funds: Describe the degree to which the incumbent is directly responsible for the management of funds. Indicate the variety of funding sources under the incumbent's control:

| Type of Budget | Number of Budgets | Current yr. expenditures \$ |
|---|-------------------|-----------------------------|
| Operating Funds | | |
| Contracts and Grants | | |
| Recharge Operations | | |
| Generated Income Funds (professional fees, etc) | | |
| Endowments | | |
| Other Sources (please identify) | | |
| Total | | |

Supervision: Complete this section ONLY if the incumbent in this position performs at least **3** of the responsibilities listed below in the supervision of **2** or more UCSF employees. Positions that give work assignments to other employees and review their work products, but do not perform at least 3 of these functions are typically LEAD positions, not supervisory positions.

- Independently selects subordinates OR participates in the interviews and recommends who should be hired;
- Independently determines subordinates' performance ratings OR recommends performance ratings;
- Independently decides within budgetary limitations the amount of subordinate merit increases, whom will be selected for promotional opportunities, and whether to request the reclassification of a position, OR recommends these actions;
- Has independent authority to issue written warnings and suspensions and determines what discipline should be imposed upon a subordinate OR recommends such actions;
- Has independent authority to resolve grievances or complaints OR formulates and recommends a resolution to grievances or complaints.

Indicate employees supervised, job title and FTE.

| <u>Employee Supervised</u> | <u>Job Title</u> | <u>FTE %</u> |
|----------------------------|------------------------------|--------------|
| TBH | Specialty programmer analyst | 50% |
| | | |
| | | |
| | | |
| | | |

The following employees have identical job descriptions:

| | |
|--|--|
| | |
| | |

Please follow your department's procedures for management review and then submit to Human Resources

(Signature below is only required for hard-copy retention within the department. Electronic submission does not require signatures.)

Supervisor Name: Alice Hm Chen, MD, MPH
 Employee Signature: _____
 Date: _____

Supervisor Title: Associate Professor of Clinical Medicine
 Supervisor Signature: _____
 Date: _____

Addendum: Physical Job Requirements Job Title: _____

| Activity | | Never | Occasional 1%- 33% | Frequent 34%-66% | Continuous 67%-100% |
|----------------|--------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Body Positions | Sitting | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | Standing | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | Walking | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | Squatting | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | Bending | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | Waist Twisting | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | Kneeling | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | Crawling | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Climbing | Climbing stairs | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | Climbing ladders | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | Reaching shoulder height | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | Reaching below shoulder height | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Lifting | Lifting 0-20 lbs. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | Lifting over 60 lbs. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | Lifting up to _____ lbs. overhead | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | Lifting up to _____ lbs. above waist | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | Lifting up to _____ lbs. below waist | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Carrying | Carrying 0-20 lbs. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

| Activity | | Never | Occasional 1-33% | Frequent 34%-66% | Continuous 67%-100% |
|-----------|--------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Pull | Pulling 0-20 lbs. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | Pulling 21-30 lbs. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | Pulling 31-60 lbs. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | Pulling over 60 lbs. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Hand/Arm | Fine finger manipulation | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | Gross manipulation | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | Simple grasp | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | Power grasp | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | Repetitive hand/arm use | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Exposures | Loud noise | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | Dust, fumes or gases | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | Chemicals or toxic substances | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | Latex | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Other | Ability to differentiate color | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | Verbal communication | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | Operating motor vehicles | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | Use of protective equipment | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | Other: _____ | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

| | | | | | |
|------|-----------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| | Carrying 21- 30 lbs. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | Carrying 31-60 lbs. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | Carrying over 60 lbs. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Push | Pushing 0-20 lbs. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | Pushing 21-30 lbs. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | Pushing 31-60 lbs. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | Pushing over 60 lbs. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |