Clinic Roles

Clinic Program: There are four programs within the Waisman Center Clinics: Speech Language and Hearing, Developmental Disabilities, Genetics and Metabolism, and Neuromotor. These programs represent a cluster of clinics that are grouped together because they serve a similar patient population, have shared staff and the services within the program and are designed to deliver integrated, coordinated, quality care. All clinics utilize an interdisciplinary and patient and family-centered approach to care and have opportunities to collaborate with Waisman Center research, training and outreach initiatives. Staff are responsible for conducting their work in alignment with the Waisman Center, UCEDD and UWHC missions.

Medical Director: The medical director oversees the development and operation of all clinical services, co-chairs the Clinics Executive Committee (CEC) and works in cooperation with the clinic operations manager and members of CEC. The medical director supports the clinical program directors. The medical director assures compliance with policies and procedures for clinical services set by the Waisman Center, AFCH and UW Hospitals and Clinics.

Maria Stanley

Clinics Operations Manager (COM): The COM oversees the day-to-day operations of all clinical services, working in cooperation with the medical director, clinic directors and coordinators. The COM addresses cross-clinic issues including use of clinic space, trainee and staff clearance, emergency preparedness, wait time for appointments, outreach, workflow and more. The COM monitors the quality of the services in the clinics and supports the program coordinators. The COM works in partnership with the AFCH Pediatric Specialty Clinics manager and Clinics Coordinator to facilitate all clinic operations, the Clinics Operations Committee (and its Core Team). The COM assures compliance with policies and procedures for clinical services set by the Waisman Center, AFCH, UW Hospitals and Clinics and other partners engaged in supporting clinical services.

Amy Whitehead

WI LEND Director: The LEND director facilitates the design and integration of core function activities of service, training, and research within and across all clinics, and in cooperation with other programs within the UCEDD and IDDRC. Working with the COM and clinic staff across clinics, the LEND Director determines staffing patterns for clinicians who are also LEND staff/faculty, clinical placements for trainees and fieldwork students, and clinical protocols involving training and research. The LEND Director is a member of the Clinics Executive Committee and chairs the CSRTI subcommittee (currently inactive) which reports to the CEC.

Anne Harris

Program Directors (Speech Language and Hearing, Developmental Disabilities, Genetics and Metabolism, Neuromotor): The program director focuses on staffing and the scope of practice within all of the clinics within the program. The director assures support for funding of the program in cooperation with the clinics operations manager and UCEDD and/or Waisman Center management. The director facilitates discussions on best practice and how needs are being met.
within the program. He/she serves on the Clinics Executive Committee (CEC) and represents the clinics within their program and assures that information from the CEC is communicated to each of the clinic directors and coordinators as appropriate (e.g., brings emerging issues or concerns from the clinic level to the CEC). The program directors assure compliance with policies and procedures for clinical services set by the Waisman Center, AFCH and UW Hospitals and Clinics.

Julie Gamradt, Maria Stanley, David Wargowski, Stacey Hall

Program Coordinators (Speech Language and Hearing, Developmental Disabilities, Genetics and Metabolism, Neuromotor): The program coordinator focuses on optimizing the use of staff and resources. The coordinator serves on the COC and COC Core Team and represents the clinics within the program and assures that information from the COC is communicated to each of the clinic directors and coordinators as appropriate (e.g., brings emerging issues or concerns from the clinic level to the COC). The program coordinator assures that all clinics in the program have appropriate and up-to-date staff scheduling templates and clinic space. Below are areas of responsibility:

- Be an active and engaged member of the Clinics Operations Committee (COC) Core Team to assure alignment across the four program areas.
- Bring emerging issues to the COC and bring new information back to clinicians, assuring good communication flow.
- Brainstorm solutions and problem solve to improve the quality of the clinics.
- Review patient satisfaction, volume reports, late charges and other clinic data to address areas of success and weakness. Follow-through on plans to address issues raised by data.
- Facilitate cross-clinic communication and coordination for the program area.
- Assure clinic-specific orientation for new staff.
- Assure that a template is in place for new staff.
- Be the point person for all clinic coordinators in the program area for concerns and questions.
- Support research and training partnerships in the program area, and facilitate processes to assure positive outcomes.

Julie Gamradt, Paola Perez, Christie Turcott, Jean Marie Kammer

Clinic Directors: The clinic directors are responsible for the design and operations of their respective clinical services, working within the direction provided by the Clinics Executive Committee, UW Health and Waisman Administration and the program director. Clinic directors provide direct services and oversee patient care to their clinic population. They oversee the design and implementation of the clinical services that they direct, including the clinic protocol and staffing. They organize clinical services in cooperation with the medical director, CEC, clinics and clinics operations manager, with consideration of criteria for Waisman Center Clinics. When necessary, they submit written proposals when any clinic changes are being considered. The clinic directors are involved with a variety of strategies to assure that an adequate level of funding is available to support the clinic. They assure compliance with policies and procedures for clinical services set by the Waisman Center, AFCH and UW Hospitals and Clinics.

For clinic director names, see table below.

Last updated 7-3-15
Clinic Coordinators*: The clinic coordinators focus on all aspects of patient care including: clinic flow, triage of patients calls and on-going service needs of families, links to community services, data regarding wait-time for appointments, cancelled appointments, no shows and service recovery. They determine the patient needs for the specific clinic including space, scheduling, and needed resources. They address planned and unplanned staff absences, assure that templates are built for each clinic day, determines clinic scheduling, templates, needs of patient population. The clinic coordinator is the point person for forms and/or questionnaires that need to be developed, revised and/or approved. The clinic coordinators facilitate the day-to-day operations of the individual clinic and assure compliance with policies and procedures for clinical services set by the Waisman Center, AFCH and UW Hospitals and Clinics.

* Note: The term Clinic Coordinator at UWHC means something much different (e.g., broad oversight, supervision, etc). For the Waisman Center clinics, this term means being the point person for daily clinic-related tasks.

<table>
<thead>
<tr>
<th>Clinic</th>
<th>Clinic Director</th>
<th>Clinic Coordinator</th>
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<tbody>
<tr>
<td>CASC</td>
<td>Julie Gamradt</td>
<td>Julie Gamradt</td>
</tr>
<tr>
<td>Autism and Developmental Disabilities</td>
<td>Lindsay McCary</td>
<td>Paola Perez</td>
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<tr>
<td>Newborn Follow-up</td>
<td>Maria Stanley</td>
<td>Sheila Utter</td>
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<tr>
<td>Pediatric Brain Care</td>
<td>Peter Ferrazzano</td>
<td>Lynn Sears</td>
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<tr>
<td>Feeding Team</td>
<td>Marcia Wirt</td>
<td>Lynn Havemann</td>
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<tr>
<td>Down syndrome</td>
<td>Maria Stanley</td>
<td>Stephanie Carpenter</td>
</tr>
<tr>
<td>Biochemical Genetics</td>
<td>Jessica Scott-Schwoewer</td>
<td>Mary Rasmussen</td>
</tr>
<tr>
<td>Medical Genetics</td>
<td>Gregory Rice</td>
<td>Cindy Essex</td>
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<tr>
<td>Bone Dysplasia</td>
<td>Richard Pauli</td>
<td>Peggy Modaff</td>
</tr>
<tr>
<td>Metabolic Bone Disease</td>
<td>Robert Steiner</td>
<td>Linda Yim-Drouin</td>
</tr>
<tr>
<td>Spasticity and Movements Disorders</td>
<td>Taryn Bragg</td>
<td>Jean Marie Kammer</td>
</tr>
<tr>
<td>Neuromotor Development</td>
<td>Tina Iyama</td>
<td>Jean Marie Kammer</td>
</tr>
<tr>
<td>Cerebral Palsy</td>
<td>Stacey Hall</td>
<td>Jean Marie Kammer</td>
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</tbody>
</table>

Note: Audiology Services are integrated into clinics as needed.

Schedulers: The schedulers create templates for all clinicians based on information from the clinic coordinators, respond to calls, route calls as appropriate, conduct intake processes, schedule appointments, and register patients as they check-in.

Grace Bell, Stephanie Trimble, Nicole Andrews (float scheduler)
Clinic Committees

Clinics Executive Committee (CEC) is co-chaired by the medical director with the clinics operations manager. The primary functions of the CEC are delineated below:

- Provide counsel on proposals for new clinics, issues of concern raised by clinics, and proposals for expansion of clinic activities or other changes in clinic operations.
- Promote linkages between clinics and other components of the Waisman Center including the Research Participation Core, and other programs that advance the service, training, research and outreach missions of the Waisman Center and of each clinic.
- Assist in the determination of methods to evaluate clinic services, including family satisfaction.
- Be a resource to consider and address clinic staff training needs and clinical protocols
- Advise the development of outreach and other promotional materials for clinical services.
- Explore ways clinics can pool or coordinate their resources more effectively to accomplish their goals

Members: Jody Bleck, Kristen Blotz, Julie Gamradt, Leanne Hammerschmitt, Diane Heatley, Stacey Hall, Anne Harris, Bill MacLean, Elena Poznakhirina, Maria Stanley, David Wargowski, Amy Whitehead

Meets 1st and 3rd Tuesday of every month 8-9am in 114.

Clinics Operations Subcommittee (COC) is co-chaired by the clinics operations manager and AFCH pediatric specialty clinics manager and is a subcommittee to the CEC. The primary functions of the COC are delineated below:

- Serve as support committee for all clinic operations at the Waisman Center, promoting communication between hospital management, employees and Waisman Center management, clinical staff and employees regarding such issues as staffing, clinic space and other resource assignments.
- Address operational issues related to clinic functioning, including support staff, reception, patient instructions and check-in, billing, space, parking, HIPAA, electronic medical records, and other legal requirements and accountabilities to assure confidential and quality services, in compliance with Waisman Center and UW Health requirements.
- Develop and implement practices that promote integrated clinical practices, including communications between clinics and patients, Waisman and UWHC, and across clinics.
- Provide input to the ongoing development and update of the Clinical Services Website.

Members: Grace Bell, Kristen Blotz, Stephanie Carpenter, Cindy Essex, Julie Gamradt, Leanne Hammerschmitt, Jean Marie Kammer, Paola Perez, Mary Putman, Stephanie Trimble, Christie Turcott, Sheila Utter, Amy Whitehead, Linda Yim-Drouin

Meets the C week, Thursday 2-3pm in room 114.

Last updated 7-3-15
Clinics Operations Subcommittee Core Team (COC Core Team) is comprised of the COC co-chairs and the program area coordinators and is a subcommittee to the CEC. This group meets to identify cross-clinic operations issues, problem-solve issues and reinforce policies and procedures.

Members: Kristen Blotz, Julie Gamradt, Leanne Hammerschmitt, Jean Marie Kammer, Paola Perez, Christie Turcott, Amy Whitehead

Meets the A week, Thursday 2-2:30 pm in room 114.

Schedulers Meetings are convened to address issues specific to scheduling. The AFCH Scheduler Coordinator, schedulers, medical assistants, AFCH pediatric specialty clinics manager and Clinics Coordinator, Waisman Center clinic operations manager, and clinic coordinators when needed, attend these meetings.

Members: Grace Bell, Kristen Blotz, Julie Gamradt, Leanne Hammerschmitt, Jean Marie Kammer, Andrea Klemm, Paola Perez, Stephanie Trimble, Christie Turcott, Amy Whitehead

Meets every C week on Tuesday of the month from 2-3pm in room 114.

This committee is currently inactive: Clinic Services, Training and Research Integration (CSRTI) Subcommittee is co-chaired by the Wisconsin LEND Director and the UCEDD Research Director and reports to the CEC. The purpose of the CSRTI subcommittee is:

- To provide a communication forum for program coordinators of the Waisman Center clinics, Communication Department, Waisman Resource Center, and the IDDRC Research Participation Core.
- To address clinic service, research and training coordination issues related to integrating and overlapping patient/client services when new research, clinical programs or services and training programs being proposed.
- To review ideas, identify resources and make recommendations about the feasibility of implementing new program ideas when the CEC needs information and input regarding specific details.
- To maintain a list of resources in terms of personnel and expertise, use of clinical and research tools and facilities available for integrated training, research and clinical programs.

Meets every B/D week on Thursdays 2-3pm in room 114.

Budget Subcommittee is co-chaired by the Waisman Center clinics operations manager and associate director for administration and finance and is a subcommittee of the CEC. This group is convened on an ad hoc basis to make decisions about clinic proposals, budgets and finances.

Members: Jody Bleck, Anne Harris, Bill MacLean, Maria Stanley, David Wargowski, Amy Whitehead

Last updated 7-3-15