

## POSITION DESCRIPTION SUMMARY

**PD Tracking** 26096  
**Series, Title and Grade** 0301 Program Specialist GS-11  
**Department** Veterans Affairs

### Introduction Statement

VHA's Office of Specialty Care Transformation encompasses VA Specialty Care Access Network (SCAN), which allows specialist to electronically connect with primary care providers in rural and remote locations. VA SCAN leverages telehealth, specifically by clinical videoconferencing equipment and/or telephone lines, to allow healthcare specialists from a regional health center to provide expert advice to providers in rural areas. The Project Coordinator is part of the team responsible for the implementation and support of the VA SCAN program. The primary objective of this program is to expand services available to veterans living in rural/remote areas. The Project Coordinator is also responsible for systematic reviews of SCAN, managing program budget, and reporting of overall program to the Office of Specialty Care Transformation

This position is organizationally located at (\_\_\_\_\_)

### Major Duties

SCAN Program Administrative Responsibilities 50%

The incumbent is responsible for overall planning, organizing, coordinating, implementing, directing, integrating, controlling, and evaluating VA SCAN program within the region which includes VA Medical Centers and Community Based Outpatient Clinics (CBOCs). Implement changes in the delivery of patient care related to telehealth and assists/advises facility physician leads and/or other SCAN personnel in managing the VA SCAN program. Acts as a resource person in planning, reviewing, or revising policies and procedures that impact VA SCAN and its related applications. Works collaboratively with the Medical Center's managers, and specific areas (pain management, Diabetes, Hepatitis C, COPD (Chronic Obstructive Pulmonary Disease) and IHD (Ischemic Heart Disease) in the implementation and use of VA SCAN and its related applications. Develops strategies for program development and implementation whenever new technologies are introduced. Reports shortfalls and provides suggestions for improving program to medical center leadership and the Office of Specialty Care Transformation. Oversees the implementation and adherence to the national conditions of participation for each program. Coordinates VA SCAN programs with the region, and advises local leadership of policy direction for applications of VA SCAN policy, procedures and techniques.

Collaborates with other VA SCAN program coordinators to improve and coordinate marketing of all VA SCAN modalities and to develop strategies for VA SCAN programs at the regional level. Participates in community education programs, as needed. Keeps informed of statutory and voluntary standards/regulations and requirements of the VA SCAN program. Promotes collaborative working relationships, creative problem solving, and flexibility. Recognizes and encourages growth in others. Motivates others in a positive manner. Assesses the impact of change on the motivation of all groups within the Medical Center. Provides staff development opportunities relating to VA SCAN.

Assures adequate references are available to the users by developing quick reference cards or providing an up-to-date user manual. Develops local practices to monitor workload capture and coding to ensure maximization of VERA reimbursement. Monitors utilization, fiscal impact,

challenges and outcomes of VA SCAN clinical applications. Analyzes trends in CBOC utilization in order to adjust program to the changing needs of the rural veterans. Prepares and proposes annual budget for short and long range acquisition of equipment in conjunction with Information Technology (IT) and Purchasing.

Performs work in support of purchasing and or procurement of services, products, supplies, and equipment requiring a practical knowledge of applicable operations, procedures, programs, policies, and regulations, to meet the needs of the organization. Uses different solicitation methods, ordering or reporting procedures, purchasing methods, or clauses and provisions depending on the type, quality, dollar value or urgency of the requirement.

Conducts rounds on a regular basis in the various clinical areas to identify and resolve staff concerns regarding the technology and patient encounters. Attends various clinical service meetings to promote the use and functionality of VA SCAN. Provides guidance to the Clinical Informatics Committee regarding the program. Functions as a liaison between CIOS, clinical informatics, Medical Center leadership and clinical services utilizing the technology. Serves as a specialist and collaborates with facility and VISN Committees to maximize use of VA SCAN technology to benefit patient populations. Maintain close collaboration with the VISN to assure VA SCAN is used efficiently and appropriately in support of a broad range of clinical functions, including direct patient care, specialty consultation, conducting of clinics, teaching and research endeavors. Provides data to the VISN as directed.

Serves as consultant for all aspects of VA SCAN, both in the hub and at the spoke sites with the region. Establishing VA SCAN clinics, overseeing clinic scheduling, facilitating the encounters between Specialist and Primary Care Providers.

#### SCAN Program Operational Responsibilities

50%

The incumbent uses sound judgment in decision-making that focuses on meeting and improving the use of VA SCAN. Establishes relationships with professional and/or other health-related groups within the community. Provides programmatic advice, support and assistance regarding VA SCAN to all customers with a view towards accomplishing the work of the medical center. Interacts with a wide variety of staff and customers demonstrating sensitivity to and an understanding of their needs by taking ownership of the problem and adopting the customer's needs as their own. Monitors quality improvement measures related to or impacted by VA SCAN for the medical center. Ensures patient's safety and dignity. Seeks opportunities for program expansion by performing routine analysis of clinical activities and programs that would benefit from telehealth capability. Participates and facilitates multi-site coordination and problem resolution. Ensures planning and implementation of a variety of VA SCAN telehealth equipment, services, and operating techniques and are coordinated with the SCAN Telehealth Specialist. Participates in local, regional and national VA SCAN and telehealth professional activities.

Performs other related duties as assigned

#### Factor Levels

##### Factor 1 Knowledge Required by the Position

Factor Level 1-7 1250 pts.

The applicant is required to have a good knowledge of a broad range of direct patient care activities in a VA Medical Center. They must have a healthcare background that provides an

understanding of the specific duties, needs and concerns of healthcare providers and other health care professionals.

They must demonstrate a strong understanding of and commitment to the goals and objectives set forth nationally, VISN-wide and locally with regard to the implementation of VA SCAN along with a sophisticated working knowledge of telehealth technology and standards.

Knowledge of the clinical policies and procedures as well as general administrative practices of the VA is required. It is essential the applicant demonstrates exceptional communication and team player skills. The Program Coordinator must work cooperatively with the facility and all clinical services at both the hub and spoke sites to accomplish their specific needs as part of the VA SCAN team. They must have strong public speaking and writing skills to produce the necessary procedures, policies, minutes, memoranda and training materials in addition to computer skills, including a working knowledge of Microsoft Word, Excel and PowerPoint.

Knowledge of management and organizational skills by formal education or experience; analytical skills to listen, observe and inquire about work processes- are essential to understanding the issues revolving around automating a manual process.

The applicant should be self-motivated, able to work with minimal oversight and demonstrate analytical and problem solving ability to plan, coordinate, implement and complete projects/tasks on schedule; will serve as technical consultant for all aspects of VA SCAN.

**Factor 2      Supervisory Controls**

**Factor Level 2-4      450 pts.**

The supervisor and applicant, in consultation, sets the overall objectives and availability of resources, develop guidelines, projects and daily work schedules. The incumbent plans, directs, monitors/evaluates, identifies needs and resolves most conflicts within assigned projects. The applicant interprets and applies policies in terms of established goals, objectives and accepted practices. Controversial or unprecedented issues are brought to the attention of the supervisor for more detailed direction and guidance. The employee keeps the supervisor informed of progress and potentially critical matters. Completed work is reviewed for feasibility, conformance to agency policy/practices and effectiveness in meeting specific goals and objectives.

**Factor 3      Guidelines**

**Factor Level 3-3      275 pts.**

Available guidelines consist of general policies, procedures, regulations and basic legislation pertaining to the position's area of responsibility. The applicant must use initiative and resourcefulness in formulating new approaches or deviating from conventional methods and applications. When existing guidelines are not longer efficient or effective, they may modify or propose new methods for the measurement and improvement of the effectiveness and productivity in the administration of operating programs. The applicant represents the agency in developing, interpreting and applying policies/procedures and is consulted by colleagues on issues relating to the application of guidelines in the assigned area. Oversees the implementation and adherence to the conditions of participation for each program.

**Factor 4      Complexity**

**Factor Level 4-4      225 pts.**

The work requires many varied and unrelated processes associated with planning, managing and evaluating program, project or study activities. The understanding of complex public health issues and methods is necessary to provide effective advice and assistance on medical program/projects. Assignments are complicated by such factors as the specific characteristics of contracts, or cooperative agreements used, and/or by the internal operations of the organizations where federally funded projects or programs have been initiated. The work requires variations in approach in conducting project evaluations and the provisions of advice and guidance in an area or field subject to continuing developments. Subjects and projects assigned usually consist of issues, problems or concepts that are not always susceptible to direct observations and analysis. Difficulty is encountered in measuring effectiveness and productivity due to variations in the nature of the administrative processes studies. Characteristics of this position are originality in refining existing work methods and techniques for application to the analysis of specific issues or resolution of problems.

This position is instrumental in obtaining clinician buy-in to VA SCAN. The clinical staff must understand specialty care transformation is a VHA clinical initiative that will require across the board resources. They must be committed to the successful implementation of all specialty care/VA SCAN programs.

Maintains close collaboration with the VISNs and Office of Specialty Care Transformation to

assure VA SCAN is used efficiently and appropriately in support of a broad range of clinical functions. The Program Coordinator must utilize knowledge, experience and educational background in health care systems and administration at all levels to examine routine and highly complex operational systems, problems, either potential or real and determine, in priority order, actions necessary to resolve the problems. This position often involves extensive collection of data from multiple sources across organizational lines concerning matters which may be delicate, highly controversial and extremely complex. In those situations, the applicant must deal with peer level and higher level officials in an expert and tactful manner in an effort to gain the full support and clear understanding of the official need for the collection of the data and other information required to complete the project.

**Factor 5      Scope and Effect**

**Factor Level 5-3      150 pts.**

Is able to provide for improved efficiency or ordering, integration of orders and improved accessibility to information necessary in clinical decision-making. As such it affects everyone involved in providing patient care. VA SCAN Program Coordinators will serve as representatives on Regional, VISN and local committees.

**Factor 6/7      Personal Contacts/Purpose of Contacts**

**Factor Level 2b      75 pts.**

The applicant may have daily contact with medical center Executive Team, other medical center employees, supervisors, managers and union officials. Contacts outside the medical center may include VISN staff and peers at other VA Medical Centers.

The purpose of contacts is to provide technical assistance/consultation, evaluate program activity and to assess the relative value of programs based on established criteria, goals and objectives in support of appropriate methods and approaches for improving care, to interpret, apply and recommend improvements to policies and review methods.

**Factor 8      Physical Demands**

**Factor Level 8-1      5 pts.**

The work is primarily sedentary, although some slight physical effort may be required.

**Factor 9      Work Environment**

**Factor Level 9-1      5 pts.**

The work is usually performed in an office environment, meeting room or similar setting. Travel involves the normal risks and discomforts of automobile, bus rail or air transportation.

**Factor Points      2435**

**Position Classification Standard Used**

Miscellaneous Administration and Program Series, 301, TS-34 January 1979