

 Oroville Hospital	Job Description for Patient Experience Liaison		Department:	Nursing Administration
			Dept.#:	8720
			Last Updated:	10/18/13

Reports To

Vice President of Nursing

Job Summary

The Patient Care Liaison works with patients and their families to address concerns or special needs that may arise during their course of treatment within the hospital setting. This Patient Experience Liaison works directly with various members of the healthcare team, hospital departments, and administration to solve problems that patients & families may have with the goal of facilitating a positive patient experience during their time in the organization. The Patient Care Liaison acts as an intermediary between hospital departments and the patient/family to bring about the most effective healthcare treatment and positive hospital experience.

Duties

- Establishes a rapport with the patient and family to learn what is the most important to them in their hospital experience and their preferences. Communicates findings to the appropriate healthcare team members.
- Responds to and investigates complaints and concerns and communicates identified issues to appropriate staff.
- Works with individuals or departments to limit or resolve delays in service and communicates delays to patients and families.
- Acts as an intermediary to Hospital Administration on behalf of patients and their families.
- Interprets philosophy, policies, procedures, and services to patients and their families as well as visitors.
- Makes follow up phone calls to discharged patients and solicit feedback about their hospital experience and forward any clinical questions to the appropriate manager.
- Educates health care professionals and employees on the varied ways to humanize a patient's experience based on feedback from individual patients and their families.
- Uses findings from analysis of trends in complaints to mentor individuals and departments to develop appropriate service action plans.
- Triage issues to billing or risk management to ensure better service to our customers.
- Achieves department/organization outcomes
 - Interacts with patients/families/customers and utilizes feedback to improve and reinforce satisfaction.

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- Meets department/organization satisfaction goals.
- Identifies and implements systems and processes to improve efficiency and reduce expenses that do not compromise quality of services/mission.
- Utilizes performance measurement to improve patient/customer outcomes.
- Meets department/organization quality goals.
- Assesses patient or family questions and concerns and develops a plan to address needs. Communicates information to appropriate person(s) in appropriate time frames to meet patient or family questions, concerns, and/or expectations (Validation through feedback from supervisors, peers, personal knowledge, or family interview regarding the work performance).
- Initiates patient or family concern reports, as appropriate, when issues arise.
- Incorporates key concepts into communication with patient and family.
- Consults, collaborates, and cooperates with colleagues, peers, supervisors, and other health care providers in a professional manner to improve the quality, effectiveness and efficiency of patient care.
- Provides input into opportunities for system improvements.
- Collects data about patient care problems, prepares reports, analyzes trends, and reports information to appropriate departments for action.
- Understands and performs role in emergency situations (i.e.: Disruptive individuals, internal/external disaster, CPR, code Adam).
- Understands and practices regulatory agency standards and department/organization policies/procedures including, but not limited to: OSHA, HIPAA, Infection Control, Environment of Care, National Patient Safety Goals, patient care policies/procedures.
- Addresses non-compliance with department/organization standards.
- Meets mandatory department/organization job requirements within established time frames.

Knowledge/Skills/Ability

- Anticipates customer needs, understands their expectations and responds appropriately.
- Treats others with compassion, fairness, courtesy and respect while honoring their uniqueness.
- Willingly works with others to identify and achieve common goals.
- Enthusiastically approaches their role and displays pride in the organization.
- Takes personal responsibility for doing the right thing.
- Optimizes the talents of self and others and the use of time, materials and equipment.
- Must demonstrate exceptional communication skills along with excellent customer service skills.
- Must be able to perform a variety of duties, often changing from one task to another of a different nature, without loss of efficiency or composure, and be able to perform under stressful conditions when confronted with multiple requests, demonstrating prioritizing skills.

Qualifications

- Bachelor's degree from an accredited college or university
- Minimum 2 year experience patient centered care
- Current Certification in Basic Cardiac Life Support required

Lifting Requirements

Infrequent lifting, not more than 20 pounds (with help) and/or carrying objects weighing up to 20 pounds. May be prolonged periods of sitting; moderate amount of walking, stooping and standing.