

Human Resources
750 S. Wolcott
Room: G-50
Chicago, IL 60612



Job Code: 5411
Grade: 24
FLSA: Exempt

Standard Job Description

Job Title
Director of Patient Relations

Department
Quality & Patient Safety

Job Summary

The Director of Patient Relations is responsible for the receipt, evaluation and response for all patient complaints and grievances throughout the Cook County Health and Hospitals System (CCHHS). Provides strategic direction and oversight for efforts to improve service recovery in all clinical areas, to comply with Centers for Medicare and Medicaid Services (CMS) and Joint Commission standards for Patient Rights, and to comply with CMS standards for responses to complaints and grievances. Works in collaboration with the Director of Patient Experience to address customer service, respectful behavior and patient centered approach to care. Will collaborate with Medical Staffs, Risk Management, Compliance and other CCHHS executives to evaluate, develop and implement policy and programs to monitor, analyze and report on Patient complaints. Will coordinate the collection and analysis of pertinent patient satisfaction data and department performance improvement indicators as well as determine possible trends and evaluate data for areas of improvement to enhance patient satisfaction. Prepares and delivers reports to System governance including the CCHHS Board of Directors. Performs other duties assigned by the Chief Quality Officer.

This position is exempt from Career Service under the CCHHS Personnel Rules.

General Management Duties & Responsibilities:

Collective Bargaining

- Review applicable Collective Bargaining Agreements and consult with Labor Relations to generate management proposals
- Participate in collective bargaining negotiations, caucus discussions and working meeting

Discipline

- Document, recommend and effectuate discipline at all levels
- Work closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements
- Initiate, authorize and complete disciplinary action pursuant to CCHHS system rules, policies, procedures and provision of applicable collective bargaining agreements

Supervision

- Direct and effectuate CCHHS management policies practices
- Access and proficiently navigate CCHHS records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements

General Management Duties & Responsibilities (continued):

Management

- Contribute to the management of CCHHS staff and CHSS' systemic development and success
- Discuss and develop CCHHS system policy and procedure
- Consistently use independent judgment to identify operational staffing issues and needs and perform the following functions as necessary; hire, transfer, suspend, layoff, recall, promote, discharge, assign, direct or discipline employees pursuant to applicable Collective Bargaining Agreements
- Work with Labor Relations to discern past practice when necessary

Typical Duties

- Serves as a liaison between visitors, physicians, patients, and other staff for Cook County Health & Hospitals System (CCHHS)
- Works closely with staff to provide educational training to support patient centered care
- Creates and manages teams charged with maintaining and enhancing patient centered culture
- Responsible for identifying potential risk areas within area of responsibility and for supporting the process of problem resolution
- Assists in the development and implementation of software modules or enhancements which increase the efficiency and accuracy of data collection within the organization
- Collaborates with IT to advance real time patient education on regulations governing patient rights
- Interfaces with staff to create an environment which fosters learning, development and positive reinforcement; contributes to annual training efforts on patient rights
- Serves as liaison between patient satisfaction vendor and internal management to understand reports, communicate results and oversees survey revisions and goal settings
- Serves as chair of Patient Grievance Committee which is delegated by the Board of Directors to address patient complaints and grievances
- Responsible for operational excellence of all assigned activities to ensure the cost-effectiveness and efficient delivery of quality services and/or outcomes required to meet the expectations of those utilizing or impacted by the department
- Develop and implement a plan for an effective, interdisciplinary and ongoing program for quality assessment and performance improvement in the area of Patient Relations
- Assist Administration in analyzing, monitoring and controlling the budgets and operations of assigned areas to ensure cost effective and efficient delivery of quality patient care
- Participate in the development of network-wide programs, policies and procedures
- Achieve high visibility and availability to employees, patients and families, physicians and Administration to promote early identification and resolution of problems
- Coordinate CCHHS' response to patient concerns and grievances received from managed care plans

Reporting Relationships

Reports to the Chief Quality Officer

Minimum Qualifications

- Bachelor's degree from an accredited college or university
- Five (5) years of patient relations work experience
- Five (5) years in a management or leadership role in a hospital
- Previous experience in a customer service role

Preferred Qualifications

- Master's degree in a health care related field
- Licensed Clinical Social Worker
- Additional training or certifications in Patient Advocacy
- Experience in training staff in customer service and service recovery

Knowledge, Skills, Abilities and Other Characteristics

- Knowledge of Regulatory Standards specific to Patient Rights and National Patient Safety Goals;
- Knowledge of CMS Patient Rights Standards
- Excellent verbal and written communication skills necessary to communicate with all levels of staff and a patient population composed of diverse cultures and age groups
- Demonstrate analytical and organizational, problem-solving, critical thinking and conflict management/resolution skills
- Intermediate proficiency with Microsoft Office (Word, Excel, Outlook, PowerPoint)

Physical and Environmental Demands

This position is functioning within a healthcare environment. The incumbent is responsible for adherence to all hospital and department specific safety requirements. This includes but is not limited to the following policies and procedures: complying with Personal Protective Equipment requirements, hand washing and sanitizing practices, complying with department specific engineering and work practice controls and any other work area safety precautions as specified by hospital wide policy and departmental procedures.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of the personnel so classified.

For purposes of the American with Disabilities Act, "Typical Duties" are essential job functions.

Approval: _____  _____ 9/29/2016
Krishna Das
Chief Quality Officer Date

Approval: _____ _____
Gladys Lopez
Chief of Human Resources Date