



Job Code: 5960

Grade: 24

HCWR: N

Job Title

Director of Patient Satisfaction and Employee Engagement

Department

Patient Experience

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

Job Summary

The Director of Patient Satisfaction and Employee Engagement will assist in coordinating the strategic and tactical plans that result in measurable improvement in the organization of wide delivery of services to patients. Works closely with Chief Experience Officer (CXO) and other operational leaders to assure all channels of care have patient experience as the top priority and delivered as such. Works closely with CXO to identify opportunities for improvement at the front line as well as any global process change or improvement necessary to achieve a high level of patient satisfaction. Supports the escalation of strategies and execute action plans to improve the patient experience while supporting operational and financial success. Exercises necessary, appropriate authority and accountability for the administration of patient satisfaction expectations and necessary process improvement. Supports the development and planning of all educational activities associated with incorporating the preferred behaviors required to improve patient experience, such as C-I-CARE standards of behavior for both new hires and current employees. Ensures coordinated and harmonious working relationships among assigned departments and between operations.

General Administrative 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 meetings

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 CCH system rules, policies, procedures and provision of applicable collective bargaining agreements

Supervision

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



General Administrative Responsibilities

Management

- Contribute to the management of CCH staff and CCH' systemic development and success
- Discuss and develop CCH system policies and procedures
- 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

- Supports managing the evaluation of the Cook County Health's (CCH) Patient Satisfaction Survey. Works with the vendor to ensure optimal access to and functionality of the vendor's resources among unit leaders
- Submits monthly report and analyzes to CXO on key performances identified by the CXO. Supports leadership and team interpretation of the data and their relevance to the CCH strategic direction. Deploys additional approaches to measure patient satisfaction as needed implement initiatives and interventions, as directed by the CXO
- Communicates with CCH leadership regarding potential clinical and business implications of results in the context of organizational strategy and the larger competitive marketplace, as directed
- Assists in the collaborates with CCH leadership to disseminate patient satisfaction results, including analysis of key findings and implications of results
- Researches the latest federal regulations regarding measurement and utilization of patient satisfaction data in healthcare operations and report out to the CXO
- Assist with effective dissemination of survey results to mid-level and front-line staff as well as setting objectives and key responsibilities (OKRs)
- Supports CXO in creating an environment that encourages cooperation, motivation, innovation, and high-performance teamwork
- Provides initial C-I-CARE and ongoing training to team leaders and team members. Provides support to teams and/or identifies additional resources necessary to support the success of teams
- Supports the Employee Engagement Committee in implementing various events and initiatives. Assists with maintaining team charters, project plans, progress reports and other records
- Supports in sustaining initiatives to improve the patient experience in their area
- Supports management, staff, and providers to improve organization engagement, leadership, and partnership
- Partners with leaders to assure coherence and consistency the patient experience message
- Participates in the orientation of new hires to present C-I-CARE standards of behavior and to engrain the importance of consistently respectful, welcoming, patient-centered messages, practices, and environments



Typical Duties

- Supports the sustainability of patient experience rounding, such as Leadership Rounds, Physician Rounds, RN Hourly Rounds and EVS iRounds
- Manages the access requests for Press Ganey iRounds platform and Press Ganey reports
- Engages staff at all levels of the organization in patient experience improvement efforts
- Collaborates with Human Resources and leaders to address employee satisfaction concerns that impact service excellence
- Coordinates, attends, and participates in PFAC meetings and on committees as required
- Supports CXO on training managers concerning Employee Engagement Survey results · Assists CXO in providing Employee Engagement Survey results for each unit/department
- Provides support concerning various employee engagement events with coordination, relationship building at each site for a positive outcome/turnout, such as Patient Experience Week, Years of Service, Hospital Week, Thanksgiving and Winter events, Food Truck events and Community Mural Projects among other events/initiatives to help keep staff engaged
- Complies with mandatory requirements as defined by regulatory agencies and CCH policies · Assists with replies to complaints, concerns, and questions from patients, visitors, and staff members
- Supports CXO in onboarding and managing the Volunteer Services program
- Performs other duties as assigned

Reporting Relationship

Reports to the Chief Experience Officer

Minimum Qualifications

- Bachelor's degree from an accredited college or university
- Three (3) years recent professional experience in a healthcare management or leadership role in customer service, employee engagement, process improvement, patient satisfaction, and/or health administration
- Experience with policy or procedure development related to customer service, patient experience or patient satisfaction
- Experience with patient satisfaction or employee engagement databases

Preferred Qualifications

- Experience with and familiarity with Press Ganey Database
- Project management experience
- Experience performing data analysis

Knowledge, Skills, Abilities and Other Characteristics

- Strong data analysis and benchmarking skills
- Excellent presentation skills and ability to select and arrange meaningful data elements to tell a complete story
- Ability to discern strategic content and effectively communicate critical information
- Strong interpersonal and team participation skills



Knowledge, Skills, Abilities and Other Characteristics

- Strong team facilitation and conflict management skills
- Respect for the mission, goals, and strategic direction of the organization
- Strong problem-solving skills used to anticipate and identify issues and to develop and implement appropriate solutions related to complex administrative processes

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.