



**Job Code:** 9499

**Grade:** 23

**HCWR:** N

**Job Title**

Patient Advocacy Manager

**Department**

Nursing Administration

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

**Job Summary**

The Patient Advocacy Manager will be responsible for the implementation, hardwiring and sustainability of the patient experience at John H. Stroger, Jr. Hospital. The Patient Advocacy Manager will build and maintain direct partnerships with leadership across Cook County Health (CCH) in the integration and oversight of organizational change. Using an evidence-based model, the Patient Advocacy Manager utilizes a detailed framework and practical how-to topics to hardwire a culture of service and operational excellence that leads to improvements in all Key Result Areas (KRA).

**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**

- Partners with site leadership and Patient Experience teams to develop and effectively execute a site implementation plan to hardwire and sustain the Patient Experience.
- Understands the site culture including communication practices, cultural norms, stakeholder engagement practices, readiness for change, and common deployment practices with change implementation.
- Accounts for organizational culture when influencing key decision makers on project plans, timeframes, design, materials, communication, and implementation.
- Coaches site leadership through the management and execution of the Patient Experience implementation plan, including challenging mindsets/resistance and identifying and addressing potential pitfalls at this level.
- Facilitates dialogue with Nursing Leadership to determine site-specific goals and priorities.
- Partners with Senior Leader Executive leadership Team member(s) and Project Sponsor(s), formulates specific implementation plans and lead the evaluation of the effectiveness of actions/programs implemented.
- Ensures alignment and integration of Patient Experience strategies, tactics, and tools for successful implementation.
- Develops and manages trusted relationships with key decision makers across the site to ensure successful project execution and post-project sustainability.
- Ensures role clarity exists between executive sponsor(s), site leader(s), other key stakeholders and change agents.
- Partners with leaders implementing other large-scale programs and processes to ensure alignment and connection to the Patient Experience.
- Ensures Patient Experience project deliverables are completed on time, according to the pre- determined specifications, and with the achievement of expected outcomes.
- Facilitates dialogue with other key stakeholders to determine metrics to be tracked in order to measure effectiveness of all change efforts.
- Maintain site project plan oversight, coaching and holding others accountable for the progression of various tasks or tactics.
- Ensures scheduled status updates occur with site project sponsor(s) and leader(s) that summarizes projects milestones and date status, separates, and escalates significant issues, and informs of any significant changes.
- Guides Leaders in staying the course by keeping the commitments, model, challenges, etc.



**Typical Duties**

- front and center to them; maintaining the immediacy and criticality of the overall change.
- Conducts direct observations on determined units/departments identifying performance gaps and situations where actions, tools, behaviors are not hardwired.
  - Provides one-on-one coaching for leaders/managers/ staff to emphasize culture and behavior changes to achieve pre-determined objectives or defined Patient Experience.
  - Anticipates and articulates emerging site organizational needs or potential problems and resistance and provide targeted recommendations to address them.
  - Provides status updates to direct supervisor, highlighting key accomplishments and leaders needing greater support or accountability.
  - Provides coaching and direction to site service teams to ensure team effectiveness and achievement of outlined objectives.
  - Provides direct support to the site project sponsor(s) and service team leader(s) in their accountability of leading and facilitating their teams effectively.
  - Facilitates and participates in site service steering committee to influence and provide focus and re-direct actions when necessary.
  - Collaborates with internal partners (i.e., Human Resources and leadership development consultants, communications team) to assess developmental needs and design programs that build leadership and people management skills and capabilities.
  - Develops new training resources, curriculum and programs for associates and clinicians to successfully acquire skills towards achieving behavioral, communication and service-driven goals.
  - Coaches leaders on applying newly learned tools and strategies to meet challenges and improve job outcomes.
  - Monitors any training program effectiveness through participant feedback, anecdotal evidence, and measures of learning and transfer of training.
  - Serves as an expert resource for site leadership on organizational change, performance, development, and all components of the Patient Experience model.
  - Effectively articulate and educate others about the Patient Experience and evidence-based model.
  - Consistently demonstrate and models service behaviors while leading by example.
  - Partners with system sponsors to ensure alignment of site activities and system objectives.
  - Applies the right strategic process and toolset based on the needs and desired outcomes of the site and its leadership.
  - Educates leaders on effective change management and communication approaches/methodologies; manage projects by using change management methodologies.
  - Researches and implements best practices from other Patient sites and other external organizations.
  - Evaluates and recommends changes to enhance the effectiveness of existing programs, strategies, initiatives, policies, and procedures that may have a connection to the implementation and sustainability of the Patient Experience.
  - Assumes responsibility for the management of an assigned project, (may be any component of the Patient Experience/KRA initiatives) achieving expected deliverables/outcomes within the timeframes pre-determined in the project/implementation plan.
  - Leads or facilitates a project team on assigned project/program from start to actual implementation.



### **Typical Duties**

- Delegates work to project team members as needed to accomplish objectives.
- Establishes goals, objectives, timelines, and metrics for project/program.
- Evaluates effectiveness of the team, holding oneself and others accountable to defined outcomes.
- Researches best practices and make recommendations to the project team members for implementation.
- Communicates project/program progress to supervisor and other appropriate sponsor(s).
- Performs other duties as assigned

### **Minimum Qualifications**

- Bachelor's degree in Organizational Development, Industrial and Organizational Psychology, Education, or Health Care Management from an accredited college or university
- Three (3) years' experience implementing large-scale transformation and/or change initiatives
- Three (3) years' experience in management, organizational development, human resource consulting, quality improvement and/or health care management
- Experience in curriculum design, group facilitation and training
- Proficient with using Microsoft Office (i.e., Word, Excel, PowerPoint)

### **Preferred Qualifications**

- Master's degree in Organizational Development, Industrial and Organizational Psychology, Education, or Health Care Management from an accredited college or university
- Four (4) years of experience in the healthcare field
- Certification Studer Group Coach

### **Knowledge, Skills, Abilities and Other Characteristics**

- Strong knowledge and expertise in leadership development and Organizational assessment /organizational development diagnostic skills solutions
- Knowledge of various demonstrated organizational assessment and survey tools and prioritization skills
- Knowledge and proficient in Microsoft Word, Excel, and PowerPoint including advanced presentation, facilitation, and program design skills
- Excellent interpersonal, verbal and written communication skills necessary to interact with a variety of people from different socio-economic and cultural backgrounds as well as hospital employees across all levels of the organization
- Large group presentation skills strong relationships and working collaboratively with various stakeholders, executive leadership, and vendors
- Strong facilitation skills
- Strong consultative approach health care industry; operations of and Strong human relations and environmental factors interpersonal skills
- Ability to navigate and establish priorities in an often-ambiguous environment



**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.**