

Class Specifications
for the Class:PATIENT ADVOCATE
SR-20; BU:13Duties Summary:

Participates in the planning and implementation of patient relations and customer service initiatives for a hospital. Duties include investigating, resolving, documenting and reporting organization-specific patient and visitor complaints, grievances, concerns and/or inquiries in accordance with regulatory requirements; and performs other related duties as assigned.

Distinguishing Characteristics:

This class is responsible for handling a wide range of patient complaints, inquiries and problems which may require considerable follow up and research to resolve. Must have the ability to select and apply the most appropriate guidelines when responding to patient complaints and provides accurate information and sound recommendations. Demonstrates knowledge of highly complex work that involves knowledge of health care rules, regulations, policies and procedures and the ability to interpret and apply said rules, regulations, policies and procedures appropriately. Collaborates with management to provide input on developing, implementing and evaluating programs to improve patient relations. There is regular contact with others within and outside the hospital and work regularly involves restricted information (i.e., diagnosis of illness, financial status of the patient etc.).

A position in this class is characterized by its responsibility for assisting in carrying out patient relations and customer service initiatives. Works under general supervision and the incumbent normally prepares recommendations for consideration to an Administrator, Assistant Administrator, Top level Manager, or designee.

Examples of Duties:

Participates in the investigation and resolution of a variety of complaints concerning patient care activities in a hospital; researches information; prepares correspondence and explains findings to complainant; analyzes and interprets data; prepares, compiles and inputs statistical and other informational reports; communication link between patients, families and the hospital; handles difficult situations and facilitates positive responses; assures prompt investigation and resolution of complaints, grievances,

concerns and/or inquiries in accordance with established regulatory requirements; works collaboratively with patients, visitors, physicians and staff; participates in committee meetings and contributes to the overall planning of hospital programs and activities; represents the hospital in meetings with hospital departments and other community organizations; conducts continuing studies and analysis for the improvement and expansion of services; speaks before interested groups; may develop public information material such as brochures, etc.; prepares reports and correspondence; and may plan, assign, and review the work of subordinate(s).

Knowledge and Abilities Required:

Knowledge of: Principles and practices of customer service, public relations and investigations; Health Care organizations; report writing; computer skills; medical terminology; Health Insurance Portability Accountability Act (HIPAA) regulations; hospital policies and procedures; State/Federal Public Health Laws.

Ability to: Establish and maintain effective working relationships with personnel possessing a wide range of educational and work experience backgrounds; understand and apply laws, agency regulations, and other pertinent guidelines and requirements; analyze facts and statistical data; speak effectively before groups; prepare statistics and written reports; make sound observations and recommendations; deal tactfully and effectively with people; prepare clear and concise reports; and supervise the work of others.

This is the first class specifications for the class, PATIENT ADVOCATE.

DATE APPROVED: March 15, 2012

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