

UW HEALTH JOB DESCRIPTION

PATIENT RELATIONS ASSOCIATE

Job Code: 2719

FLSA Status: Non-Exempt

Mgt. Approval: H. Scherer-
Jones

Date: 1-2017

Department : Patient Relations

HR Approval: MJG

Date: 1-2017

JOB SUMMARY

The Patient Relations Associate serves as an initial contact for patients, families, visitors, staff, and faculty, for the Patient Relations Department. Primary duties include performing the initial intake for all incoming issues (including patient grievances/complaints and contacts from staff), managing complaints and other cases with low to moderate complexity, triaging cases to appropriate staff, assisting staff/faculty with general inquiries, supporting project work within the department, and any other functions required by the Director and department.

Intake work includes, but is not limited to, taking the initial information from patients and families regarding the care provided by physicians and other health care professionals, assessing the acuity of the situation including potential liability, quality of care, hospital policy and procedure, etc. After intake is complete, the incumbent will take responsibility for issues of low to moderate complexity (according to departmental guidelines, or as determined by Director of Patient Relations and Patient/Family Partnerships). Complex cases (such as grievances involving quality of care or potential liability) will be triaged and assigned to a Patient Relations Coordinator for appropriate, timely management and resolution. The Patient Relations' departmental scope includes issues that span across UW Health including the inpatient, outpatient, ED, and off site clinical areas. The incumbent will also assist with any general inquiries that come through the department from patients, families, staff, or the general public regarding general care navigation, transportation assistance, missing or damaged patient belongings, etc.

Problems to be investigated by the incumbent are of a low-moderate level of complexity. The incumbent may be privy to highly sensitive patient care issues and must make patient privacy a high priority at all times. The incumbent's work will necessitate collaboration with a variety of staff throughout the organization and they must have excellent interpersonal skills. This work will involve the investigation of low to moderate patient complaints, providing recommendations to staff regarding appropriate follow up, and other work that contributes to UW Health's Patient and Family Experience strategic goals. Timely follow-up by the incumbent will be provided both orally and in writing to patients and family members. The incumbent reports to the Director of Patient Relations & Patient/Family Partnerships, however, a Patient Relations Coordinator may provide general direction/support for day-to-day work.

A wide variety of internal and external contacts are involved in the performance of the duties of this position. The incumbent interacts with staff and faculty at many levels throughout UW Health. This position requires the management of a large caseload of patient inquiries. Once investigation and final case disposition have been determined, the incumbent may consult with a Patient Relations Coordinator or Director to determine appropriate follow-up on issues that require corrective action.

MAJOR RESPONSIBILITIES

PATIENT RELATIONS INTAKE

- Field all initial contacts from patients, families, staff, faculty, and others requiring follow up.
- Complete a thorough intake and coordinate appropriate follow up (ie: triage to Patient Relations Coordinator, other appropriate staff, or manage if situation is of low to moderate complexity).
- Carefully document all triage decisions and case management into the departmental database.
- Effectively communicate facts and information to all key stakeholders (both verbally and in writing).
- Ensure all hand-offs have been completed.
- Manage less complex cases (complaints) and provide timely follow up to patients, staff, and faculty. More complex cases (Grievances) to be triaged to Patient Relations Coordinators for investigation and follow up.

Data/ Information Management

- Must be proficient in all Microsoft Word applications and have computer proficiency
- Develop, design, implement, and maintain systems and tools necessary to manage monitor and report various departmental processes, data, and information.
- Collect, review, and input data into electronic processing system or application.
- Extract data from electronic applications and systems for departmental operations and decisions.
- Work closely with ITS to ensure systems and data compatibility and integrity where applicable.

Provide Quality Patient/Family Experience:

- Support departmental PFE projects as assigned by the Director
- Prioritize assisting internal and external customers above all other duties.
- Greet and create a welcoming environment for patients, families, visitors and staff

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- Respond to Questions and complaints in a timely manner.

Miscellaneous

- Responsible for other miscellaneous duties as assigned by the Director, Patient Relations and Patient/Family Partnerships.

ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED CONSISTENT WITH THE UW HEALTH PERFORMANCE STANDARDS.

JOB REQUIREMENTS

Education	Minimum	Bachelor's degree in related field or equivalent combination of education and experience.
	Preferred	
Work Experience	Minimum	Previous experience handling conflict/dispute resolution or related experience
	Preferred	One (1) year of health related experience
Licenses & Certifications	Minimum	
	Preferred	
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> Excellent interpersonal skills; ability to establish and maintain effective working relationships with coworkers, department administrative staff, interdepartmental contacts and the general public. Ability to communicate effectively both verbally and in writing. Ability to gather information effectively, synthesizes it, and makes triage-related decisions (independently and/or with support from Patient Relations Coordinators & Director). Ability to plan and organize the workflow in a busy office environment. Ability to be self-directed in accomplishing the coordination and decision making responsibilities of this position. Ability to work with minimal supervision. Resourceful in problem solving. Ability to train and guide other lower level employees. Excellent computer skills. Experience with word processing, database and spreadsheet software programs required. Ability to review financial and operational reports to produce custom reports, trending reports and analyses. Ability to be organized and flexible in response to changing demands. Ability to handle a high volume of work under pressure. Ability to make appropriate and timely decisions. Ability to maintain information confidential in nature.

AGE SPECIFIC COMPETENCY (Clinical jobs only)

Identify age-specific competencies for direct and indirect patient care providers who regularly assess, manage and treat patients.

Instructions: Indicate the age groups of patients served either by direct or indirect patient care by checking the appropriate boxes below. Next,

	Infants (Birth – 11 months)		Adolescent (13 – 19 years)
	Toddlers (1 – 3 years)		Young Adult (20 – 40 years)
	Preschool (4 – 5 years)		Middle Adult (41 – 65 years)
	School Age (6 – 12 years)		Older Adult (Over 65 years)

JOB FUNCTIONS

Review the employee's job description and identify each essential function that is performed differently based on the age group of the patient.

PHYSICAL REQUIREMENTS

Indicate the appropriate physical requirements of this job in the course of a shift. *Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.*

Physical Demand Level		Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time
X	Sedentary: Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as dockets,	Up to 10#	Negligible	Negligible

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	ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.			
	Light: Ability to lift up to 20 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10 pounds. Even though the weight lifted may only be a negligible amount, a job is in this category when it requires walking or standing to a significant degree.	Up to 20#	Up to 10# or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	Negligible or constant push/pull of items of negligible weight
	Medium: Ability to lift up to 50 pounds maximum with frequent lifting/and or carrying objects weighing up to 25 pounds.	20-50#	10-25#	Negligible-10#
	Heavy: Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	50-100#	25-50#	10-20#
	Very Heavy: Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	Over 100#	Over 50#	Over 20#
List any other physical requirements or bona fide occupational qualifications:				

Note: The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.