



General Summary

Under the general supervision of the Senior Vice President-Organizational Development, develops, implements, coordinates and evaluates a System-wide, customer-driven service strategy. Through consultative, educational and direct support, advises and assist nursing units, departments and other System entities in the areas of customer service, team development, facilitation and quality improvement theories, skills and applications.

Duties and Responsibilities:

The following are essential job accountabilities:

1. Guides the development of educational programs and resources for the System that focus on service. Participates in conducting and/or facilitating service programs.
2. Consults with leadership to facilitate team development strategies.
3. Assists in process improvement initiatives.
4. Maintains professional growth and development through seminars, workshops, and professional affiliations to keep abreast of latest trends in field expertise.
5. Provides outstanding service to all customers, fosters teamwork, and practices fiscal responsibility through improvement and innovation.
6. Utilizes healthcare industry evidence-based practices and world-class service benchmarks to achieve improved patient and family perception of care with at least 90% of areas tracking towards goal.
7. Build relationships and communicate in an effective manner across a wide continuum of healthcare professionals (nursing, physician, middle manager, executive level and front-line staff).
8. By listening to customer compliments, identifying and helping to reward staff, faculty and volunteers who excel in supporting our patients/families, and helping communicate stories that encourage patient engagement and staff learning and innovation.
9. Determining if/when additional customer services need to be developed to meet customer requirements and communicating these needs for appropriate action.
10. Evaluates survey results, identifies trends and target areas for improvement.
11. Provides assistance to leadership and staff in understanding reports and communicating results.



12. Serves as an internal consultant to manage effective change for improvement of patient satisfaction.
13. Assist leadership in the development of action plans based on report data. Monitors the results of action plans.
14. Monitors patient engagement "best practices" within healthcare industry as a resource for related information.
15. Conducts patient and staff interviews to assess unit functioning related to patient and staff satisfaction.
16. Consults with managers to identify staff service education needs. Coordinates education resources and assists with facilitating education programs.
17. Facilitates teams, task forces or committees focusing on service improvement.
18. Maintains established policies and procedures, objectives, quality assessment and safety standards.
19. Attends meetings as required.
20. Performs other related duties as identified.
21. Develops, implements, evaluates and continuously improves Hospital service strategy. Develops and manages strategies for assessing customers' needs and expectations. Monitors customer engagement and assesses Hospital service performance. Provides overview of patient feedback and improvement strategies to leadership groups.
22. Collaborates with areas throughout the System to ensure quality care and optimal working environment.
23. Develops and implements professional and public education programs.



Qualifications:

Preferred Education:	Master's Degree
Minimum Experience:	3-5 years
Physical Demands:	Occasional standing/walking Occasional lifts supplies/equipment
Working Conditions:	Subject to many interruptions Occasionally subject to irregular hours
Management Experience:	Excellent human relations and oral/written communications skills Proven managerial skills Supervisory experience required
Skills: Other:	Quality improvement, proven facilitator and interpersonal skills