



JOB DESCRIPTION PATIENT ENGAGEMENT ASSOCIATE

Under the general supervision of the Patient Engagement Coordinator and the Patient Advocate the Patient Engagement Associate will adhere to the standards of practice developed by the Jersey City Medical Center Service Excellence Department. The Associate will consult, educate, support, advise, and assist clinical staff in the area of customer service/patient engagement.

Essential Duties and Responsibilities:

The Patient Engagement Associate facilitates communication between patients, their family, and their care providers. The associate also ensures resolution of the various concerns that patients and their family members relate to their overall experience throughout the LibertyHealth System. These issues may include but are not limited to: Quality of care; Staff interactions; Access to care; General assistance and information.

Detailed Duties and Responsibilities:

1. Perform daily rounding on assigned units utilizing JCMC Service Excellence scripting and service recovery strategies.
2. Facilitate and assist in the deployment of patient engagement initiatives.
3. Work in partnership with hospital staff to create a culture of collaboration for patient engagement.
4. Assists department leadership in the development of unit specific strategies and action plans.
5. Provides assistance to leadership and staff in understanding reports and communicating results.
6. Build relationships and communicate in an effective manner across a wide continuum of healthcare professionals including nurses, physicians, managers, and front-line staff.
7. Determine if/when additional initiatives need to be developed to meet customer requirements and communicating these needs for appropriate action.
8. Listens to customer compliments, identifying and helping to reward staff, faculty and volunteers who excel in supporting our patients/families, and communicate stories that encourage patient engagement, staff learning and innovation.
9. Collaborates with other departments and Engagement Associates to implement hospital initiatives to improve patient satisfaction/engagement.
10. Performs other related duties as identified.

Qualifications:

Entry Level. Some college courses, bachelor's degree preferred. Individual must be an effective communicator and comfortable assisting patients and personnel in a hospital setting. Must be able to multi-task.

Status:

Full-Time

Shift:

Day/Varies

Will need to work flexible hours to meet the needs of the patients/department.

Contact:

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