Position Title: Patient Relations Specialist
Department: Risk Management
Pay Rate: Depends on experience

Job Summary:
Serves as an advocate for patients and families. Conducts individual patient and family interviews and investigates, resolves, documents and reports patient and visitor complaints, concerns, and compliments to leadership and staff. Develops a consultant relationship with departments/units to build and sustain a patient/customer-focused culture. Proactively rounds in departments with patients/staff. Coaches team members to resolve patient concerns and delegates risk issues to risk management.

Essential Job Functions:
The following is a summary of the essential functions of this job. The incumbent may be requested to perform job-related tasks other than those specifically presented in this profile. Documents complaints by listening to patient and patient family complaints and by documenting details determining what resolution is sought. Improves quality results by studying, evaluating, and re-designing patient complaint processes and implementing changes. Updates job knowledge by participating in educational opportunities, reading professional publications, maintaining personal networks and participating in professional organizations. Serves and protects the hospital community by adhering to professional standards, hospital policies and procedures, federal, state and local requirements, and Joint Commission standards.

Education and formal training:
Bachelor’s degree in Business Administration, Health Administration, Behavioral Science or an appropriate discipline.

Work Experience:
No prior experience required.

Knowledge, skills, and abilities required:
Excellent customer service, persuasion, excellent verbal communication, building relationships, resolving conflict, coordination, listening, excellent organization, integrity, attention to detail, excellent written communication, patience, critical thinking and compassion.