PATIENT REPRESENTATIVE

Definition

Under direction, provides support to patients and customers of Kern Medical Center regarding concerns or complaints about the quality of care or service provided at the facility.

Essential Functions

** Receives and reviews all patient and customer concerns and complaints; determines appropriate solutions in resolving patient and family concerns and complaints.

** Acts as a resource to hospital personnel to meet the needs of patients and customers.

** Gathers information, assists in tabulation and calculation and prepares appropriate statistical analysis related to patient and family concerns and complaints; prepares charts/graphs and reports.

** Assists with review and tabulation of Incident Reports identified by hospital staff.

** Utilize personal computer and various software programs.

** Dependant upon area of practice or department assignments, demonstrates clinical knowledge and skill in the care of the newborn, infant, toddler, child, adolescent, adult and geriatric patient ranging up to 100+ years of age.

Other Functions

** Performs other job related duties as required.

Employment Standards

Any combination of training and experience equivalent to completion of two years of college AND three (3) years of increasingly responsible clerical, technical or customer service experience in a healthcare agency or acute care hospital which has included daily public contact with an emphasis in liaison or conflict resolution responsibilities. Supervisory experience is desirable.
Knowledge of: current trends in healthcare delivery; the organization and function of acute care hospitals; available resources necessary to facilitate decisions; various methods of resolving problems; basic report writing skills; record keeping principles and practices; basic business arithmetic including percentages.

Ability to: establish and maintain effective working relationships with co-workers, public agencies and members of the public; handle tactfully, sensitive and difficult situations; evaluate information and form logical and sound conclusions; understand and follow oral and written instructions; communicate effectively orally and in writing; operate a micro computer and various software programs; prioritize and organize work; perform basic arithmetic calculations; read and use charts and tables; compose reports; use initiative and judgment within established guidelines.

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