UNIVERSITY OF SOUTHERN CALIFORNIA

Director Patient Relations and Concierge Services

Job Code: X3501

Grade: L
OT Eligible: No
Comp Approval: 8/21/2009

JOB SUMMARY:

Directs and administers the Patient Relations and Concierge Services Program. Oversees the creation, development, coordination and implementation and growth of a patient liaison team. Oversees specialized assistance available to assist patients and their families navigate through the USC Academic Medical Center's complex process of scheduling, admitting, discharge and follow-up to ensure a positive and simplified experience. Has responsibility for staff and volunteer supervision, budget development and administration, department short and long-term strategic planning, development and implementation of operating and administrative policies and procedures, program evaluation, and quality assurance.

JOB ACCOUNTABILITIES:

*E/M/NA % TIME

______ _______ Plans, develops, directs and monitors the Patient Relations Concierge Service Program and related projects and activities. Plans and develops program objectives and content. Assesses quality of program operations and modifies program services as needed. Oversees maintenance of reports to ensure ongoing evaluation of program. Researches and identifies trends and needs and establishes program direction, as appropriate.

______ _______ Develops Patient Relations Concierge Service Program operating and administrative policies and procedures. Oversees the maintenance of established hospital and departmental policies, procedures, objectives, quality assurance measurements, safety, environmental and infection control standards and requirements. Ensures all staff and volunteers are informed of university and hospital policies and procedures, including OSHA, infection control and Joint Commission requirements. Interprets program policies and procedures and may grant exceptions.

______ _______ Manages and affects the patient experience of the “special patient” to ensure complete confidentiality and to ensure total satisfaction with patient and visitor experience of USC’s Academic Medical Center.

______ _______ Assists with creating a positive and proactive patient experience for newly admitted patients, ensuring any special needs and requirements are met. Contacts patient and family, as needed to ensure patient receives services requested. Assesses any additional needs to ensure delivery of services. Ensures patient’s special equipment needs including wheelchairs, carts, furniture, etc. is accessible and maintained to meet needs of patients.

______ _______ Directly or indirectly manages all staff and/or volunteers assigned to the program, usually through subordinate managers or supervisors. Recruits, screens, interviews, hires, trains and motivates staff and/or volunteers. Evaluates employee performance and provides guidance and feedback. Counsels and/or disciplines as needed.

______ _______ Develops, administers and justifies program budget. Makes budgetary and resource allocation decisions. Provides financial status reports, as needed.
Identifies, cultivates and contacts a variety of community organizations and groups to develop resources, partnerships and long-standing relationships.

Promotes close, effective working relationships between physicians and the Hospitals. Develops, plans and coordinates a variety of activities designed to strengthen ties between physician and the Hospitals. Creates, maintains and coordinates physician referral base by responding to physician office needs. Liaises between physicians and the Hospitals and facilitates physician satisfaction.

Establishes and maintains daily communication with Patient Relations and Concierge Service Program representatives, patient liaison team and hospital leadership on census of special patients and expected length of stay, discharge dates and special needs of patients and family. Reviews daily the census of newly admitted patients with patient liaison team and visits patients ensuring documentation of visits is entered in patient information system within twenty four hours of visit. Establishes daily communication with each unit patient liaison to assist with any special patient needs or concerns and resolves any issues.

Collaborates with patient liaison team regarding patients’ hospital stay regarding admitting, bed control/assignment, environmental services, food services, nurse managers and physicians serving as main contact during patient’s hospital visit and continuum of care including impending inpatient arrival, stay and departure. Directs the coordination of team’s level of services provided to all patients and specifically for any designated “special patient.”

Provides consultative services to Nurse Manager or Charge Nurse of the patient’s unit and verifies services to be provided. Consults with Care Nurse regarding any patient requests for special food assistance to ensure patient needs are met.

Ensures patient and family members are aware of any additional services provided by the Patient Relations and Concierge Services Program including, but not limited to, transportation, hotel arrangements, and dry cleaning/laundry.

Ensures Environmental Services maintains program amenities such as room set-up/furniture, linens, bedspreads, etc. Partners with Food Services and routinely verifies with patient and family regarding quality of food services delivery, proper menu and snack items. Directs the coordination of any special ordered goods, as needed, to meet culturally diverse populations (i.e., kosher, vegetarian, etc.)

Develops and implements security related procedures such as office opening and closing routines, recognition of duress signals and key controls. Coordinates security activities with University Public Safety Department. Promotes and maintains standards for security conscious awareness and behavior. Maintains knowledge of University’s crime prevention and suppression programs and services. Ensures dissemination of security related information to staff.

Performs other related duties as assigned or requested. The university reserves the right to add or change duties at any time.

*Select E (ESSENTIAL), M (MARGINAL) or NA (NON-APPLICABLE) to denote importance of each job function to position.

**EMERGENCY RESPONSE/RECOVERY:**

Essential:  

No
In the event of an emergency, the employee holding this position is required to “report to duty” in accordance with the university’s Emergency Operations Plan and/or the employee’s department’s emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.

**JOB QUALIFICATIONS:**

**Minimum Education:**

- Bachelor's degree
- Combined experience/education as substitute for minimum education

**Minimum Experience:**

- 7 years

**Minimum Field of Expertise:**

Degree in public relations, human resources/personnel management, psychology, counseling or related field. Seven years experience in healthcare including three years of managerial/supervisory responsibilities. Thorough knowledge of public relations, volunteer administration, and motivational and psychological techniques of handling peoples' needs and behavior. Thorough knowledge of hospital organizational structures, physicians and their expertise and services and patients’ disabilities and needs. Thorough knowledge of community resources available through community groups and foundations. Demonstrated interpersonal, communication and customer service skills. Ability to establish and maintain effective working relationships with physicians, managers, staff, volunteers, auxiliary member, community and volunteer organizations, media and general public.

**Preferred Experience:**

- 10 years

**Skills: Other:**

- Analysis
- Assessment/evaluation
- Budget control
- Budget development
- Coaching
- Communication -- written and oral skills
- Conceptualization and design
- Conflict resolution
- Consulting
- Counseling
- Customer service
- Human resource process and employment knowledge
- Interpretation of policies/analyses/trends/etc.
- Interviewing
- Knowledge of applicable laws/policies/principles/etc.
- Leadership
- Managerial skills
- Networking
Organization
Planning
Problem identification and resolution
Project management
Public relations
Public speaking/presentations
Research
Scheduling
Staff development
Teaching/training

Skills: Machine/Equipment:

- Calculator
- Computer network (department or school)
- Computer network (university)
- Computer peripheral equipment
- Fax
- Personal computer
- Photocopier

Supervises: Level:

- Supervises employees and/or student workers.
- Supervises volunteers.

Supervises: Nature of Work:

- Administrative
- Professional/Paraprofessional
- Project Management

SIGNATURES:

Employee: ____________________________  Date: ____________________________

Supervisor: ____________________________  Date: ____________________________

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

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