



Director of Patient Experience

General Function:

The Director of Patient Experience is responsible for operationalizing service excellence by working collaboratively with the executive leadership team and service line leaders to influence and inspire all levels of staff to provide a positive patient/family centered culture of service excellence.

Under the direction of the system's CEO, and working collaboratively with internal and external stakeholders, the Director of Patient Experience is responsible for leveraging patient experience best practices and developing innovative new ways to improve the cohesive patient experience lifecycle with an emphasis on value-based care.

Skills and Qualifications including but not limited to:

- Master's degree or Human Resource Certification such as SHRM-CP, SHRM-SCP, PHR or SPHR; healthcare administration, public health, organizational development or related field with at least 3 years of senior level leadership/management experience strongly preferred. Combination of formal education training and experience will be considered.
- A documented track record of implementing and accomplishing customer service improvements in academic hospital or complex healthcare environment.
- Demonstrated ability to lead a team.
- Experience working with process management.
- Social Perceptiveness— Being aware of other's reactions and understanding why they react as they do.
- Critical Thinking— Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Complex Problem Solving— Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
- Service Orientation— Actively looking for ways to help people.
- Negotiation— Bringing others together and trying to reconcile differences.
- Systems and Data Analysis — Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes. Ability to use data analysis and interpretation to support position and gain commitment to the experience initiatives.
- Systems Evaluation — Identifying measures or indicators of system performance and the actions needed to improve or correct performance, relative to the goals of the system.

Job Type: Full-time

Salary: \$60,000.00 /year