

UW HEALTH JOB DESCRIPTION

PATIENT EXPERIENCE CONSULTANT

Job Code: 300045	FLSA Status: Exempt	Mgt. Approval: L. Sparks	Date: December 2021
Department: Patient Family Experience		HR Approval: S. Whitlock	Date: December 2021

JOB SUMMARY

Under the supervision of the Manager, Patient and Family Experience, the Patient Experience Consultant leads key patient experience strategies and initiatives to support patient experience improvement efforts for UW Health. This position operates from a global UW Health perspective providing leadership, coordination, and organization for patient experience efforts. The Patient Experience Consultant assists in creating a patient and family centered culture that enables UW Health to fulfill its mission in meeting or exceeding its organizational goals.

The consultant role requires knowledge and application of the critical foundational elements needed to execute patient experience best practices for patient and family experience improvement, knowledge and application of patient experience data, and knowledge and application of volunteer programs to support patient and family experience. Serving as a patient experience expert the patient experience consultant provides provider and staff level coaching with recommendations and support for continued accountability.

The position successfully collaborates across the system to accomplish strategic priorities and objectives, including UW Health Providers, Directors, Managers as well as patient care and support staff.

MAJOR RESPONSIBILITIES

- Interface with UW Health senior leaders, physicians, directors, managers and assist them in translating organizational strategy into the patient experience key initiatives.
- Foster a professional teamwork environment conducive to performance improvement and employee growth and understanding of the patient experience ultimately leading to employee engagement.
- Engage with local care level staff as a means for collecting and understanding employee perspective and assessing areas of people, processes, and place. Facilitate setting team goals and expectations based on sound analytic analysis.
- Understand and align all areas of data collection (qualitative, quantitative, solicited, and unsolicited) to assist in development of appropriate goals and initiatives.
- Lead and/or serve on organizational patient experience workgroups to provide the patient perspective and support patient and family centered care implementation.
- Coordinate presentation of patient and family experience initiatives and best practices and ensure consistent communication related to initiatives.
- Participate in interview, selection and orientation of volunteers.
- Translate data and information into meaningful stories about the UW Health patient and family experience.
- Support cultural diversity and inclusion by supporting the delivery of quality, equitable and culturally competent patient centered care.

ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED CONSISTENT WITH THE UW HEALTH PERFORMANCE STANDARDS.

JOB REQUIREMENTS

Education	Minimum	Bachelor's Degree in business administration, health care, or related field
	Preferred	Master's degree in Business Administration, Health Care Administration, Nursing, Industrial Engineering, or other health related field
Work Experience	Minimum	<ul style="list-style-type: none"> • Two (2) years of healthcare experience with at least one (1) year of patient experience focus. • One (1) year of experience performing process improvement/coaching, patient/customer relations, or management experience

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	Preferred	Five (5) years patient experience focused work a large health care environment Two (2) years experience working with volunteer programming		
Licenses & Certifications	Minimum			
	Preferred			
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> • Ability to influence and lead by example and establish and maintain positive relationships. • Effective interpersonal and group facilitation skills, promoting teamwork and collaborative alliances. • Ability to function independently and manage multiple simultaneous projects. • Demonstrated ability to work with diverse groups throughout the enterprise. • Demonstrated ability to prioritize work and manage expectations in an environment of multiple stakeholders. • Demonstrated capabilities with computer software application: MS Outlook, MS Word, MS PowerPoint • Demonstrated understanding and application of patient experience best practice. • Excellent verbal and written skills. • Effective coaching and consultative skills. 		
PHYSICAL REQUIREMENTS				
Indicate the appropriate physical requirements of this job in the course of a shift. <i>Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.</i>				
Physical Demand Level		Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time
X	Sedentary: Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as docket, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.	Up to 10#	Negligible	Negligible
	Light: Ability to lift up to 20 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10 pounds. Even though the weight lifted may only be a negligible amount, a job is in this category when it requires walking or standing to a significant degree.	Up to 20#	Up to 10# or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	Negligible or constant push/pull of items of negligible weight
	Medium: Ability to lift up to 50 pounds maximum with frequent lifting and/or carrying objects weighing up to 25 pounds.	20-50#	10-25#	Negligible-10#
	Heavy: Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	50-100#	25-50#	10-20#
	Very Heavy: Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	Over 100#	Over 50#	Over 20#
List any other physical requirements or bona fide occupational qualifications:				

Note: The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.