

UW HEALTH JOB DESCRIPTION

PATIENT RELATIONS COORDINATOR

Job Code: 300101	FLSA Status: Exempt	Mgt. Approval: L. Sparks	Date: June 2021
Department: Patient Relations		HR Approval: S. Whitlock	Date: June 2021

JOB SUMMARY

The Patient Relations Coordinator is dedicated to improving the patient and family experience through the investigation of complex patient/family complaints, concerns, and other feedback received at UW Health. Complaints and grievances include, but are not limited to, the care provided by physicians and other health care professionals. Cases may include potential liability and quality of care issues. A good understanding of UW Health policy and procedure is essential. Problems encountered are often of a high level of complexity and require excellent interpersonal, problem-solving skills and the ability to work with cross functional teams across the organization. The scope of these duties includes inpatient and specialty care.

Collaboration across UW Health and UW-Madison Legal and Risk Management Services is required on a frequent basis for complex medical legal issues. In addition to addressing patient concerns/issues, the Patient Relations Coordinator assists staff in diffusing difficult or volatile patient situations. Innovative and creative problem solving must be used to achieve resolution of multifarious patient inquiries as well as the ability to resolve conflict with challenging patient and family situations.

MAJOR RESPONSIBILITIES

- Serves as a representative of UW Health in providing a patient centered approach to unsolicited feedback to fulfill the vision of providing remarkable healthcare.
- Interacts with patients, families and visitors using communication and actions that support Respect for People commitments and behaviors.
- Investigate patient complaints and grievances, caregiver misconduct and discrimination allegations.
- Provide crisis intervention and mediation for complex situations throughout the organization.
- Perform case investigation which includes but is not limited to issue clarification through interviews with patients and families, medical record review, policy and procedure review, interviews with hospital staff and physicians, facilitates case conferences, consultation with Risk Management, administration, and other involved departments.
- Maintains a patient and family centered approach (working in partnership with patients and families on an individual and system level) when reviewing complaints and grievances or feedback to improve our organization.
- Strives to achieve resolution of complaint/grievance at the most appropriate level within the organization structure which requires significant interaction at staff, supervisory, department head and clinical/administrative levels.
- Partners with leadership to create action plans around patient complaint investigation/reviews and related quality improvement.
- Communicates action to patients, families, and staff who are involved or will be affected by the results of the investigation.
- With assistance from the Manager of Patient Relations and the Director of Patient and Family Experience, initiates corrective action as appropriate (both at the individual and organizational level).
- Complies with all regulations including CMS Conditions of Participation and UW Health policies regarding responding to patient/family complaints and grievances.

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

JOB REQUIREMENTS

Education	Minimum	Bachelor's degree in Business Administration, Nursing, Social Work, or other health care related field.
	Preferred	Master's degree in Business Administration, Nursing, Social Work or other health care related field.
Work Experience	Minimum	Two (2) years patient contact, health care related experience
	Preferred	Four (4) years patient contact, health care related experience Two (2) years experience working in conflict resolution/investigation
Licenses & Certifications	Minimum	
	Preferred	
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> • Excellent oral and written communication skills. Must demonstrate excellent writing skills including the ability to synthesize the facts of an investigation and respond with compassion to patients on behalf of the organization. • Excellent analytical skills, including medical record review/analysis, investigate of

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	<p>quality of care complaints and synthesize facts to follow up on related patient complaints and related safety issues.</p> <ul style="list-style-type: none"> • Excellent case management skills: ability to manage a high caseload while providing excellent document and timely responses to meet regulatory timelines. • Must possess excellent interpersonal, conflict resolution and problem-solving skills while working in a fast-paced environment • Strong computer skills including word processing, email, calendar and data base, and departmental specific software. • Sensitivity to issues of diversity and demonstrates cultural competence. • Ability to work effectively with individuals under stress. • Ability to work collaboratively with managers, faculty and staff throughout the organization. • Ability to work independently and be resourceful when navigating complex situations as well as be an effective and respectful team member.
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PHYSICAL REQUIREMENTS

Indicate the appropriate physical requirements of this job in the course of a shift. *Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.*

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 dockets, 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.