



POSITION DESCRIPTION

POSITION TITLE: COORDINATOR, PATIENT RELATIONS & PUBLIC ENGAGEMENT

DEPARTMENT: QUALITY, PATIENT SAFETY & ACCREDITATION (QPSA)

CLASSIFICATION:

UNION: OUT OF SCOPE

REPORTING RELATIONSHIPS

POSITION REPORTS TO: REGIONAL LEAD, QUALITY, PATIENT SAFETY & ACCREDITATION

POSITIONS SUPERVISED: TO BE DETERMINED

POSITION SUMMARY

The Coordinator, Patient Relations & Public Engagement (PR&PE) oversees patient and public engagement activities within the Interlake Eastern Regional Health Authority (IERHA). The Coordinator, PR&PE co-ordinates the development, implementation and ongoing evaluation of patient relations initiatives and practices in the IERHA and promotes mechanisms that communicate the voice of patients, clients, residents, families and the public to the IERHA and fosters patient-focused culture. The Coordinator, PR&PE serves as a liaison between those who are served and those providing the services and provides/ oversees the support to both parties for improving the quality of care and services.

The position of Coordinator, Patient Relations & Public Engagement functions in a manner consistent with, and supports the mission, vision and values of the Interlake-Eastern Regional Health Authority.

ESSENTIAL FUNCTIONS AND DUTIES

Function and duties include but are not limited to the following:

1. Advocate on behalf of the IERHA.
2. Plans, implements and coordinates a Patient Relations Strategy for the region, with an emphasis on implementation of mechanism that communicate the voice of the patient/resident/client to the RHA.

3. Manage/ resolve low level complaints, work with managers and leadership to assist with complaint resolution.
4. Attend Critical Incident Review Committee (CIRC) as needed.
5. Provides leadership and facilitation to implement regional projects related to current and future provincial and national best practice initiatives that enhance patient and public engagement.

Responsibilities:

A. Patient Safety

- Performs in a manner that enhances patient safety;
- Participates in and supports the region's patient safety initiatives and programs;
- Reduces, to a degree that is reasonably practical the rate of adverse events by learning to anticipate and manage them, to reduce the likelihood and severity of their occurrence;
- Studies adverse events in detail and understand how they arise;
- Feeds this knowledge into the design of processes, professional practice and systems;
- Redesigns systems to make Interlake-Eastern RHA more resilient to the inherent risks, hazards, and harms of "doing business".

B. Continuous Quality Improvement

- Participates in the region's Continuous Quality Improvement Program and Accreditation Program;
- Participates in accreditation and complies and promotes practices to achieve accreditation in good standing with Accreditation Canada.

C. Environmental Management

- Provides a safe environment by ensuring the adherence to Workplace Safety and Health Regulations and Policies and Infection Prevention and Control Guidelines;
- Obeys all safety and health rules and follows recommended Safe Work Procedures;
- Co-operates with the Workplace Health & Safety Committee as necessary;
- Demonstrates a working knowledge of Workplace Hazardous Materials Information systems (WHMIS) and adheres to procedures for handling and storing controlled substances as described in the Material Safety Data Sheets (MSDS);
- Demonstrates understanding of role and responsibilities in fire prevention and disaster preparedness and participates in safety and health programs including the Fire, Disaster and Evacuation plan;
- Participates in the development of Safe Work Procedures.

D. Education/ Inservice/ Professional Development

- Attends all mandatory educational sessions Required Certification / Required Education Policy GA 11-50;
- Promotes the goals and objectives of educational programs established by the region;
- Maintains and updates knowledge of new developments in departmental areas through journal reviews, interest groups, lectures, and committee work;
- Maintains and updates professional & management skills through continuing education programs, literature reviews, interest groups, and lectures;
- Maintains professional and management linkages/networks with peers.

E. Committee Participation

- Participates on appropriate committees as requested;

- Participates in CIRC;
- Participates in regular staff meetings.

F. Communications

- Communicates with co-workers both individually and as a group to promote efficient operation and high morale;
- Communicates with co-workers in achieving efficient operation of the department/program;
- Communicates with co-workers in promoting inter-program, inter-departmental and regional operations;
- Demonstrates respectful communication at all times;
- Pursuant to the Regional Health Authority Act, Interlake- Eastern RHA is designated bilingual (English/ French). Accordingly, all employees accept the responsibility to support clients in their official language of choice.

OTHER

- Performs other duties as assigned.
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QUALIFICATIONS

EDUCATION/CERTIFICATION:

- Post-secondary education in a health-related discipline or combination of education and related experience.
- Current registration, and a member in good standing with the applicable licensing body in Manitoba.

REQUIRED KNOWLEDGE:

- Knowledge in working with the principles of Patient Safety in a health care setting.
- Proficient knowledge of Windows based programs (MS Word, Excel, Outlook, PowerPoint, Publisher) and Internet.

EXPERIENCE REQUIRED:

- Two (2) years supervisory/ management experience.
- Two (2) years comprehensive experience related to the position.
- Experience in complaint resolution and problem-solving processes with demonstrated ability to understand, and bring about resolution to challenging and stressful situations.
- Experience in community engagement, public relations and/or volunteer management considered an asset.

SKILLS/COMPETENCIES:

- Leadership and facilitation skills.
- Demonstrated effective problem solving, organizational skills and the ability to work independently and collaboratively.
- Demonstrated critical thinking skills.
- Demonstrated communication skills.
- Ability to maintain positive working relationships and work effectively in a multi-disciplinary team.
- Respects and promotes a culturally diverse population.
- Conflict resolution skills.

- Mental and physical ability to meet the demands of the position.
- Given the cultural diversity of our region, the ability to communicate in more than one language would be considered an asset.
- Proficiency of both official languages is essential for target and designated bilingual positions.
- Completes and maintains a satisfactory pre-employment security check
- Satisfactory employment record.

WORK CONDITIONS

- The incumbent functions autonomously on a day-to-day basis and manages assigned duties accordingly.
- May be required to travel throughout the region as duties may require.
- No hazardous or significantly unpleasant conditions.
- All health care workers are required to be immunized as a condition of employment in accordance with the Interlake-Eastern RHA Policy GA-13-P-110 Required Immunizations for Health Care Workers.

WORKPLACE SAFETY AND HEALTH

The incumbent contributes to making the organization safe for clients and staff and recognizes the importance of reporting unsafe situations and participating in follow up reviews as a learning opportunity.

- Provides a safe environment by ensuring adherences to Workplace Safety and Health Regulations and Policies, Infection Control Guidelines, WHMIS and Safe Work Procedures. Immediately investigates and recommends corrective action on any unsafe acts, work conditions, incidents, near misses, injuries or illnesses.
- Demonstrates understanding of role and responsibilities in fire prevention and disaster preparedness and participates in safety and health training programs including the health facility’s Fire, Disaster and Evacuation Plan.

PATIENT SAFETY

- Ensures patient safety and patient safety activities are emphasized throughout orientation, training and ongoing performance evaluation and mentoring. Supports an environment which avoids, prevents and corrects all activities or actions which may result in an adverse outcome in the delivery of health care services. Patient safety is a standing item for all individual and departmental meetings.

Created: _____ April 2023 _____
Date

Revised: _____
Date

Approved by: _____
Regional Manager/ Supervisor Date

Approved by: _____
Regional Lead/ CEO Date

Reviewed by: _____
Regional Lead, Human Resources Date

Position descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff, and termination decisions. Well constructed job descriptions are an integral part of any effective compensation system.

All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills and abilities included have been determined to be the minimal standards required to successfully perform the position. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.