



POSITION DESCRIPTION

POSITION TITLE: REGIONAL DIRECTOR OF PATIENT EXPERIENCE

DEPARTMENT: ACUTE CARE

CLASSIFICATION: REGIONAL DIRECTOR

UNION: NON-UNION

REPORTING RELATIONSHIPS

POSITION REPORTS TO: VICE PRESIDENT ACUTE CARE & CHIEF NURSING OFFICER

POSITIONS SUPERVISED: DISCHARGE COORDINATOR, ACUTE CARE NURSING SUPERVISORS

POSITION SUMMARY

The Regional Director of Patient Experience is a suitably qualified health care professional who is responsible for ensuring appropriate bed utilization practices, patient flow, and follow up on patient experience. This role encompasses patient management from pre-admission screening to internal/external transfers and discharge planning within an interdisciplinary framework. The Regional Director of Patient Experience is responsible for bed management in all program areas of Acute Care. This role further serves as a direct liaison with the home care and personal care home programs in the facilitation of patient flow to and from these areas. The position of Regional Director of Patient Experience functions in a manner consistent with, and supports the mission, vision and values of the Interlake-Eastern Regional Health Authority.

ESSENTIAL FUNCTIONS AND DUTIES

Objectives:

- Support the dimensions of accessibility, responsiveness, and efficiency of patient flow and experience within the Interlake-Eastern Regional Health Authority.
- Identify and analyze bed utilization issues and collaborate with interdisciplinary health care providers to develop and implement utilization tools. e.g. clinical pathways, process maps, discharge tools.

- Develop and maintain effective relationships with members of the health care team including all health portfolios within the Interlake-Eastern RHA and the Winnipeg Regional Health Authority.
- Promote the development, implementation, coordination, communication and evaluation of discharge planning activities by liaising with members of the health care team.
- Develop processes and provide support as it relates to follow up of patient experience.
- Respond to own needs for professional development.

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

- Collaborate with Clinical Resources Nurses/Managers, medical staff and other members of the health care team in planning admissions, transfers and discharges across the continuum.
- Responsible for the development, operational planning and oversight of best practice flow strategies and subsequent metrics.
- Create presentations re: utilization issues to nursing and medical staff and other health care professionals when the need is demonstrated.
- Monitor the patient's progress during the course of their hospitalization and make recommendations to the members of the multidisciplinary health care team.
- Identify and note patients with frequent admissions, especially where the length of time between admissions is decreasing. Arrange for a conference that includes the patient, family and the health care team to assess the issues and find solutions, which will include a written plan of care that is known to all stakeholders.
- Develop and implement a discharge planning tool to assist with decreasing re-admission as well as active discharge planning.
- Review and report on relevant statistical information relating to utilization to the Vice President of Acute Care and the Bed Utilization Committee.
- Make recommendations for policies and procedures related to utilization issues to Clinical Team Managers and related Vice Presidents.
- Act as a liaison with homecare, long term care and all acute care facilities.
- Collaborate in assessing and screening potential transfers from tertiary care facilities and rural facilities for the appropriateness of admission to facilities in the Interlake-Eastern RHA.
- Attend team and family conferences as required to review the patient plan.
- Respect and promote confidentiality.
- Review current literature and attend professional seminars that relate to utilization issues.
- Plan appropriate placement of in-hospital clients based on care need requirements. (Monitor and report delays in discharge and planning.
- Required membership:
 - Required Organizational Practice Committees
 - Bed Utilization Committee
 - Acute Care Leadership Team
 - Acute Care Clinical Leadership Team
 - Member of Acute Care on call rotation
 - Member of the Regional Management team
- Other committees as assigned.

- 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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RESPONSIBILITIES AND ACCOUNTABILITIES ARE ASSIGNED IN BROAD ORGANIZATIONAL OBJECTIVES. THE POSITION IS SUBJECT TO REVIEW OF GENERAL EFFECTIVENESS AND ATTAINMENT OF OBJECTIVES THROUGH PERFORMANCE MEASUREMENTS.

PERFORMANCE MEASUREMENTS:

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QUALIFICATIONS

EDUCATION/CERTIFICATION:

- Bachelor's Degree in Health related field or a combination of education and experience suitable to the position
- Currently registered in and a member in good standing with the College, if applicable. Education in Health Care Leadership preferred

REQUIRED KNOWLEDGE:

- Demonstrated knowledge of facility and community resources and an ability to access patient-client services

EXPERIENCE REQUIRED:

- Minimum 5 years leadership experience in patient/ client care area
- Relevant experience in discharge planning, bed utilization and follow-up in relation to patient experience
- Knowledge of repatriation process
- Broad knowledge of the home care, and personal care home processes

SKILLS/COMPETENCIES:

- Demonstrated ability to establish and maintain positive working relationships within an interdisciplinary team
- Advanced level of written and oral communication skills
- Strong organizational, decision making and problem solving skills
- Ability to display independent judgment
- Ability to respect and promote a culturally diverse population
- Ability to respect and promote confidentiality
- Ability to meet the physical and mental demands of the position.
- Given the cultural diversity of the 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.
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WORK CONDITIONS

- The incumbent functions autonomously on a day-to-day basis and manages assigned duties accordingly.
 - Will be required to travel throughout the region as duties may require.
 - Require a road worthy vehicle, a valid driver's license and liability insurance of at least \$1,000,000.00.
 - 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.
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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.
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Created: August 2014
Date

Revised: _____
Date

Approved by: _____
Regional Manager/ Supervisor Date

Approved by: _____
Vice President/ CEO Date

Reviewed by: _____
Vice President, 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.