



Patient Relations Specialist Quality, Risk Management & Patient, Client, Resident and Family Relations

Full Time

Annual Salary: \$73,612.50 - \$86,619.00

File #: 21-940A

Position Summary:

Reporting to the Director, Quality, Risk Management and Patient, Client, Resident and Family Relations, the Patient Relations Specialist is responsible for key elements of the patient, family and visitor experience through activities including, but not limited to, providing timely, empathetic and respectful first line response to sensitive external stakeholder feedback coming to Patient Relations and relating to the care and experience of patients, families and visitors of any of Providence Care's sites and services. This role is the point of contact when patient safety incidents warrant a centralized corporate liaison; and ensures the patient and family voices are at the table during a formal incident analysis. Acting as an organizational resource for the development of corporate capability related to patient and family feedback management and people centred care and engagement strategies; monitoring and reporting on related metrics and best practices; and interacting with Providence Care Experience Partners (PCEPs) are all important aspects of this role. This role will also review literature, build an external peer network, and complete environmental scans to gain knowledge of industry trends and innovative ideas for further enhancing Providence Care's culture of People Centred Care & Engagement.

Position Duties & Responsibilities:

- Responsible for key elements of the patient, family and visitor experience through activities such as being responsible for the intake, acknowledgement and notification of feedback received from the people we serve and the Patient Ombudsman Office; and identifying potential high-profile/high-risk cases that may involve ethical decision-making, media, legal, and public interests
- Responsible for acting as a point of contact when patient safety incidents warrant a centralized corporate liaison; and participating in incident analysis processes.
- Responsible for ensuring feedback files are appropriately created, updated and managed in the corporate feedback tracking system, and ensuring they progress in accordance with legislation and organizational guidelines, including escalating files to the appropriate leader to ensure timely file closure, and that concerns are addressed fairly, without prejudice or bias, and resolution is culturally sensitivity and person-centred.
- Provides consultation to staff, leaders and physicians regarding, but not limited to, strategies to enhance patient and family engagement, and interacting with PCEPs
- Responsible for supporting patient relations, and people centred care and engagement capability building through activities such as coaching, providing education to patients and staff, completing environmental scans and research regarding best practices, and participating in the development and revision of related corporate policies & procedures.
- Provides leadership in data analysis, indicator development, and reporting of corporate-level patient relations metrics to promote an environment that ensures applicable legislation and regulation requirements are met, and areas of risk and opportunity for improvement are identified.
- Supports and participates in quality improvement work and in Accreditation preparation and site visits
- Ensures compliance with all relevant policies, procedures and legislation, including but not limited to, the *Excellent Care for All Act*, the *Freedom of Information and Protection of Privacy Act*, *Personal Health Information Protection Act (PHIPA)*, the *Health Care Consent Act*, the *Public Hospitals Act*, the *Mental Health Act*, the *Long Term Care Act*.

Required Qualifications and Experience:

- Degree in a healthcare field; health administration; or in a related field with an acceptable combination of education, training and experience required



- A Regulated Health Professional preferred.
- Certificate in patient relations, adult education, change management, Quality Improvement and/or law preferred
- Completion of Patient Safety training an asset (e.g. Canadian Healthcare Association, Risk & Safety in Health Services Certificate Program, Canadian Patient Safety Institute Patient Safety Trainer) an asset
- Minimum of 3 years of patient relations or patient experience role in a formal capacity in a healthcare organization required
- Minimum 3-5 years progressive and recent clinical experience in an interdisciplinary environment in a public hospital, long-term care home and/or Community service preferred
- Experience working in a setting that provides mental health services is as asset
- A combination of relevant education and recent related experience, may be considered
- OPRA Membership preferred

Located in Kingston, Providence Care is Southeastern Ontario's leading provider of aging, mental health and rehabilitative care. Continuing the legacy of our Founders, the Sisters of Providence of St. Vincent de Paul, Providence Care provides care and services at Providence Care Hospital, Providence Transitional Care Centre, Providence Manor Long-Term Care home and community locations across Southeastern Ontario.

Providence Care is Fully-affiliated with Queen's University and St. Lawrence College; Providence Care is a centre for health care, education and research, and a member of the Council of Academic Hospitals of Ontario.

To apply for this position please email your Covering Letter and Resume quoting reference number in subject line to work@providencecare.ca

To learn more about Providence Care and other opportunities please visit:
<https://www.providencecare.ca/careers-volunteering/>

We are committed to inclusive and accessible employment practices – Please notify the above if you require an accommodation to fully participate in the hiring process or require recruitment documents in French.