

**Job Description**

<b>POSITION TITLE:</b> Director Patient & Family Centered Care	<b>EXEMPT/NON-EXEMPT:</b> Exempt
<b>UNIT/DEPARTMENT:</b>	<b>COMP ANALYST:</b> KWL
<b>HOSPITAL/FACILITY:</b>	<b>DATE REVISED:</b> 11-17-10
<b>GRADE:</b> 19	<b>JOB FAMILY:</b> ADOP
<b>REPORTS TO:</b>	<b>JOB NUMBER:</b> 60054303

**JOB SUMMARY:**

- Leads and directs an integrated, comprehensive, and proactive Patient & Family Centered Care program for the facility. Promotes a comprehensive culture of PFCC throughout the assigned facility. Models appropriate behavior as exemplified in **MLH Mission, Vision and Values**.

**KEY JOB RESPONSIBILITIES:**
**COLLABORATION**

- Provides strong leadership to foster and promote a comprehensive culture of PFCC throughout the assigned facility(s). Acts as a change agent and exemplary leader for creating and spreading a uniform approach across the facility.
- Responsible for the strategic development and direction of a comprehensive program designed to support facility-wide improvement in delivering patient care under the PFCC model.
- Leads planning, execution, integration, and implementation of PFCC initiatives and activities for the facility.
- Serves as an internal resource and subject matter expert on PFCC.
- Fosters and maintains collaborative relationships with physicians to engage and embed the PFCC concepts into their practice.
- Works collaboratively with clinical and senior leadership to incorporate PFCC into policy, practice, and care delivery models.
- Works with MLH leaders and families to solve complex problems and issues concerning their care and experience.
- Plays a key role in educating, coaching, and training for staff, physicians, families, patients, and community partners. Develops and implements ongoing PFCC education and training programs.
- Manages patient advocacy efforts for the facility; supervises patient advocates including performance assessment, work expectations, and goal setting.

**PARTICIPATION**

- Leads the development and coordination of patient and family advisors, partners, and committees to effectively build partnerships among health care providers, patients, and their families.
- Serves as liaison between senior leadership, medical staff, and Family Partner Councils to inspire, build confidence, forge alliances, and garner support.
- Develops partnerships and affiliations with various external providers and organizations to optimize and promote PFCC.
- Develops, implements, and monitors partner satisfaction assessments.
- Represents PFCC program to national, state, and community agencies and organizations.

**DIGNITY AND RESPECT**

- Facilitate health care practitioners to listen and honor patient and family perspectives and choices.
- Facilitate patient and family knowledge, values, beliefs, and cultural backgrounds into planning and delivery of care.

**INFORMATION SHARING**

- Collects, evaluates, and tracks trends to monitor progress and identify areas for improvement.
- Performs on-going assessments to identify needs in education, training, programs, and services.
- Reports complaint and grievance data to quality committees or as directed.
- Prepares and submits reports to senior management on program operation, recommended changes, and goal attainment.
- Monitors adherence to applicable laws, regulations, and accreditation requirements.

**INTERNAL CONTACTS:**

- Daily contact with Associates, supervisors and managers in all areas of the facility and with corporate departments.

**EXTERNAL CONTACTS:**

- Heavy contact with patient's & families, physicians, and Family Partners. Regular contact with professional colleagues and professional associations.

**SUPERVISION PROVIDED BY THIS POSITION TITLE:**

- Supervises Associates assigned to patient advocacy.

**EDUCATION/TRAINING & EXPERIENCE:**

- Bachelor's degree with preference for Master's in a clinical healthcare discipline. A degree in Healthcare Administration, health education, or similar related field will be accepted with job relevant experience in clinical quality, process improvement, or PFCC in an acute care hospital.
- At least 5 years of direct management responsibility in a clinical setting with a strong preference for specific experience in PFCC.

**KNOWLEDGE/SKILLS/ABILITIES:**

- Displays passion for serving patients & families; strongly embraces the concepts of PFCC.
- Analytical ability to serve in an advisory/consultative role in determining or developing strategies, policies, processes, protocols, and methods.
- Demonstrated aptitude for fostering innovative approaches in a complex system.
- Demonstrated capability in developing a collaborative approach to achieve organizational goals. Must be able to analyze and assess resources appropriate to scope of responsibility and design a course of action consistent with the strategic plan.
- Communication and interpersonal skills to work productively with all levels of hospital personnel, to communicate effectively with diverse populations, and for frequent contact with patients and families in a variety of situations.
- Proficient in the use of Microsoft applications (Word, Powerpoint, & Excel) and experience with database systems.
- Ability to work independently, exercise appropriate action and good business judgement.
- Ability to manage multiple priorities, organize tasks, and maintain control of work flow.
- Ability to lead and motivate individuals and groups toward the accomplishment of assigned tasks and organizational goals.

**PATIENT GROUPS SERVED:**

- |   |  |  |  |
|---|--|--|--|
| <input type="checkbox"/> Neonates (0-28 days) | <input type="checkbox"/> Infants (29 days–23 months)     | <input type="checkbox"/> Children (2-12 years) | <input type="checkbox"/> Adolescents (13-17 years) |
| <input type="checkbox"/> Adults (18-64 years) | <input type="checkbox"/> Geriatrics (65 years and older) | <input type="checkbox"/> All Patient Groups    | <input type="checkbox"/> N/A                       |

**PHYSICAL DEMANDS/CONDITIONS:**

- The physical activities of this position may include climbing, pushing, standing, hearing, walking, reaching, grasping, kneeling, stooping, and repetitive motion.
- Must have good balance and coordination.
- The physical requirements of this position are: light work - exerting up to 25 lbs. of force occasionally and/or up to 10 lbs. of force frequently.
- The Associate is required to have close visual acuity to perform an activity, such as preparing and analyzing data and figures; transcribing; viewing a computer terminal; or extensive reading.
- The conditions to which the Associate will be subject in this position: The Associate is not substantially exposed to adverse environmental conditions; job functions are typically performed under conditions such as those found in general office or administrative work.
- Frequent travel to other locations.

**STATEMENT OF NON-INCLUSIVITY:**

- This job description is not to be construed as a complete listing of the duties and responsibilities that may be given to any associate. The duties and responsibilities outlined in this position may be added to or changed when deemed appropriate and necessary by the person who is managerially responsible for this position.

APPROVAL(S)

MANAGER/DIRECTOR SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_