

## PROGRAM ADMINISTRATOR (PATIENT INFORMATION SERVICES)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, the incumbent of this class is responsible for the development, implementation, coordination and administration of a program to provide information and advocacy services to patients at the Westchester County Medical Center to guarantee that the rights of the patients for quality health care in an atmosphere of human dignity are protected without regard to ethnic or national origin, sex, religion, ability to pay or ultimate source of payment of their hospital expenses. This involves responsibility for enforcing and interpreting of the Patient's Bill of Rights and the Mental Health Bill of Rights, promoting effective relationships between doctors, health workers, patients' and their families and establishing a patient grievance mechanism to function in coordination with the Medical Center's Quality Assurance Program. The nature of this position is of a highly sensitive and confidential nature requiring a great deal of independence of action and sound judgment in the resolution of problems and the initiation of corrective action. Supervision may be exercised over a small number of patient representatives and support clerical staff. Does related work as required.

### EXAMPLES OF WORK: (Illustrative Only)

Serves as representative of the Westchester County Medical Center management to the patients, providing them with information as to its goals and objectives, policies, procedures and services available to them as patients;

Serves as liaison between the patients and the Westchester County Medical Center, providing a specific channel through which patients can seek solutions to their problems, concerns and unmet needs, both as in-patients or after their discharge; (i.e. billing and reimbursement problems, housekeeping or food service problems, nursing or other medical care problems);

Serves as the patients' advocate by taking their complaints and inquiries and obtaining solutions to the problems by acting on their behalf with appropriate administrative and management staff, making recommendations for alternate policies or procedures, particularly those which cross departmental lines;

Receives complaints and inquiries from patients or their families, both verbally and in writing and pursues appropriate avenues for solutions to these problems as they affect the overall health care delivery system of the Medical Center;

Establishes systems and procedures for the resolution of common and/or minor problems, (i.e. complaints regarding housekeeping or food services);

Monitors procedures to ensure that patients are made aware of, understand and can exercise their rights as protected under the Patient Bill of Rights, insuring awareness and compliance in all patient service areas;

Insures the accessibility of the Patients Bill of Rights and the Mental Health Bill of Rights, and insures conformance by Medical Center staff;

EXAMPLES OF WORK: (Cont'd.)

Establishes procedures and vehicles whereby patients can present grievances and works out acceptable solutions in cooperation with the Department of Quality Assurance Program;

Gathers and compiles statistics and prepares reports relating to patient care concerns, facts surrounding occurrences, the assessed attitude of the patient and their family toward the Medical Center, identifies patterns and problem areas, determines if violations of standards exist and makes recommendations to prevent similar future occurrences;

Maintains detailed files and records;

Insures protection of patients against potential reprisals as a result of bringing forth their complaints;

Participates in the discipline of employees who violate patients' rights through sustained abuse, mistreatment or neglect;

Provides information and translation services for bilingual patients;

Participates in in-service and employee training programs and seminars to promote patient advocacy services;

Attends Westchester County Medical Center Hospital Board Committee Meetings related to patient care.

REQUIRED KNOWLEDGES, SKILLS, ABILITIES AND ATTRIBUTES: Thorough knowledge of the organizational structure and of the functions and operational aspects of the various divisions of a large hospital; thorough knowledge of problem solving techniques, particularly as they apply to health care and related services; familiarity with the principles and practices of hospital management, particularly in the area of patient services; ability to communicate effectively both orally and in writing with a wide variety of people, both professional and lay; ability to make effective decisions, be understanding and supportive of both patients and hospital management needs; ability to handle and safeguard confidence, yet be honest and open in communications; ability to cope with stress; sound judgment; maturity; empathy; keen sensitivity; flexibility; tenacity; physical condition commensurate with the requirements of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: A Bachelor's Degree\* and four years of professional experience in a large hospital, two years of which must have involved patient relations and/or patient advocacy.

SUBSTITUTION: Post graduate education\* in Health or Hospital Administration, Social Work, Health Advocacy, Psychology, Nursing, Communication or Public Relations may be substituted at a rate of 30 credits for each year of the above stated general experience.

\*SPECIAL NOTE: Education beyond the secondary level must be from an institution recognized or accredited by the Board of Regents of the New York State Department of Education as a post-secondary, degree-granting institution.