

## SERVICE EXCELLENCE OFFICER

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, the incumbent of this class provides strategic direction and leadership in promoting a culture of service excellence at the Westchester Medical Center, and leads organizational process improvement initiatives to drive excellence in the delivery of hospital services and overall patient/customer satisfaction and in employee and physician engagement and satisfaction throughout the organization. This position is administratively responsible for Customer Relations, Guest and Special Services, Caregiver Services, Patient Advocacy, Volunteer Services, and Chaplaincy Services. Does related work as required.

### EXAMPLES OF WORK: (Illustrative Only)

Leads organizational and departmental process improvement programs to enhance patient satisfaction, and employee and physician engagement thus improving survey results and rewards;

Provides communications, coaching and training to leaders and staff at all levels of the organization to ensure competency, commitment and compliance with service excellence programs and initiatives;

Designs, develops, and implements programs which create a positive patient experience and promote service excellence;

Designs and facilitates activities which reinforce the priority of excellence in service delivery and support culture change;

Utilizes creative and innovative methods to ensure staff commitment to high quality service delivery standards and patient satisfaction in every aspect of the hospital experience;

Develops appropriate tools to measure performance, assess accomplishments and evaluate operations and makes recommendations based on findings;

Assures implementation and analysis of CMMS HCAHPS (Centers for Medicare and Medicaid Services) (Hospital Consumer Assessment of Healthcare Providers and Systems) Survey and provides consultation and training regarding the process;

Fosters a sense of teamwork in all parts of the organization to actively participate in process improvement and drive culture change;

Accesses protected health information (PHI) in accordance with departmental assignments and guidelines defining levels of access (i.e. incidental vs. extensive);

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments;

May perform other incidental tasks as needed.

REQUIRED KNOWLEDGES, SKILLS, ABILITIES AND ATTRIBUTES: Thorough knowledge of best practices and tools for managing organizational development and culture; thorough knowledge of requirements of hospital reimbursement entities as related to patient satisfaction and service excellence; good knowledge of the hospital structure and services provided; skill in facilitating collaboration and cooperation among various divisions, departments and service areas of the organization; skill in statistical metrics, analysis and understanding; skill in data analysis, trending and use in performance improvement initiatives; ability to motivate and engage others in new ideas and processes; ability to communicate effectively both orally and in writing with a wide variety of people, including physicians; ability to work effectively with diverse personalities in all levels of the organization; ability to make effective decisions while taking patient, employee and hospital management needs into account; ability to use computer applications such as spreadsheets, word processing, e-mail and database software; ability to read, write, speak, understand, and communicate in English sufficiently to perform the essential duties of the position; sound professional judgment; maturity; empathy; flexibility; physical condition commensurate with the requirements of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: A Bachelor's Degree\* and six years of professional experience in a large hospital managing patient service delivery systems, including development and implementation of system and process improvements.

SUBSTITUTION: Post-graduate education\* in Health, Hospital, Business or Public Administration, Organizational Development, Psychology, Social Work, Health Advocacy, or Nursing may be substituted at a rate of 30 credits per year for up to two years of the above stated 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.

NOTE: Unless otherwise noted, only experience gained after attaining the minimum education level indicated in the minimum qualifications will be considered in evaluating experience.