



POSITION TITLE

PATIENT ADVOCATE

JOB CLASSIFICATION:

NON-EXEMPT

TITLE OF IMMEDIATE SUPERVISOR:

DIRECTOR, CONTINUOUS QUALITY IMPROVEMENT

DIVISION:

MENTAL HEALTH SERVICES

POSITION OBJECTIVE/SUMMARY:

The incumbent serves as a Patient Advocate to the Hospital and serves as a liaison between patients, hospital staff, and the community. The patient advocate handles all issues pertaining to patients' rights and advocacy. This work requires the utilization of a variety of interpersonal, communication, problem solving, and negotiation skills. You will identify, validate, and resolve patients' concerns. Initiate appropriate documentation to address the concerns of the patient and provide critical assistance and consultation to ensure issues are elevated to appropriate staff to expedite resolution, when needed

MINIMUM QUALIFICATIONS REQUIRED FOR THIS POSITION:

Comprehensive knowledge to apply qualitative and quantitative skills in resolution of patient issues and concerns. Must possess knowledge to analyze the efficiency of current procedures and policies, and make recommendations for changes and improved services. Must be knowledgeable of Public Laws, Privacy Act, Freedom of Information Act, and Advance Directives Act.

Thorough knowledge of patient care entitlements, program benefits, and issue resolution, in concert with the patient advocacy mission, to maximize the patient care experience and reduce time constraints and unwarranted delays.

Knowledge of the duties, priorities, commitments and program goals of both administrative and clinical services to respond to concerns expressed by patients and their families relative to health care services. Must possess skills to discuss and negotiate with patients and their families to determine what course of actions are in the best interest of the patient. Have ability to comprehend and explain laws, directives and policies to individuals representing a myriad of educational and cultural backgrounds.

Skill to analyze policies, practices, and operations of the organization to integrate a humanitarian approach into dealing with the problems of the patient and the family.

Skill in oral and written communication, as well as interpersonal relations. Must possess skills in interviewing; be knowledgeable of counseling principles and record keeping techniques.

Comprehensive knowledge of analytical and evaluative methods and techniques related to the efficiency and effectiveness of program and database reporting. Must possess knowledge of reporting, statistical, and data processing techniques, including a working knowledge of graphics software and database



management. Performs necessary interface to provide the results of data quality output and analysis to leaders at all levels of the organization.

MINIMUM PHYSICAL REQUIREMENTS:

Typically, the employee may sit comfortably to do the work. There may be some walking, standing, bending, and carrying of light items such as medical records and papers.

GENERAL STATEMENT OF FUNCTIONS:

- Serves as the point of contact to assist patients and their families who seek solutions to problems, concerns and unresolved needs. Works with health care providers and administrative support staff throughout the hospital, to resolve problems and minimize patient complaints. In the patient advocate's role, the employee will research available policies, procedures, resources, and services to patients and/or family members.
- Present the patients' problems, opinions, and needs to appropriate staff and management for resolution. Elevates issues, as required, to ensure prompt and efficient resolution. Assists patients in understanding their rights in addition to their responsibilities. Responsible for safeguarding and ensuring ethical, statutory and Constitutional rights of patients. Assists patients, their families, representatives, and facility staff members in recognizing and removing institutional obstacles to providing optimum health care to patients.
- Assists patients, their families, representatives, and facility staff members in recognizing and removing institutional obstacles to providing optimum health care to patients. Identifies existing and potential clinical and administrative practices that contribute to or cause an atmosphere for patient dissatisfaction which leads to patient complaints. Recommends changes that will reduce or eliminate justified complaints.
- Acts to resolve problems, expedite services, or implement necessary corrective measures, within established facility policies and, where appropriate, through committee participation. Exercises authority to review any files or records and discuss with hospital staff any practice that appears to violate patients' rights or which causes discomfort or embarrassment to patients, their families or the hospital.
- Reports findings with recommendations for improvement to the supervisor. Develops rapport and maintains effective relations with hospital staff at all levels (i.e., management, supervision, professional staff, technicians, administrative and clerical).

COMPETENCIES:

- **Analytical Thinking** - Able to breakdown raw information and undefined problems into specific, workable components that in-turn clearly identifies the issues at hand. Makes logical conclusions, anticipates obstacles, and considers different approaches to the decision-making process.
- **Communication Effectiveness** – Clearly conveys information and ideas through a variety of media to individuals or groups in a manner that engages the audience and helps them understand and retain the message.
- **Industry Knowledge** - Understands the industry of mental health and not for profit organizations, including the competition, community resources, the suppliers, the customer/client base and the regulatory environment.



- **Interprofessional Teamwork** – Displays team-based professional skills, roles, and responsibilities in order to ensure an environment for safe, efficient, effective, and equitable care and innovative research.
- **Mental Health/Psychiatry Knowledge** – Demonstrates knowledge and understanding of mental health, mental illness and mental health services; integrates knowledge of societal, cultural, psychological, environment, spiritual and belief systems that influence mental health and illness.
- **Planning and Organization** – Establishes a systematic course of action for self or others to ensure accomplishment of a specific objective or case plan/management. Sets priorities, goals, and timetables to achieve maximum productivity.
- **Professionalism** – Thinks carefully about the likely effect on others of one’s words, actions, appearance, and mode of behavior. Selects the words or actions most like to have the desired effect on the individual or group in question. Demonstrates respectful and effective relationships with colleagues and clients and their families.
- **Program Development** – Recognizes, understands and facilitates educational opportunities and coordinates resources that best respond to the needs of the individuals and communities.
- **Quality Management** – Demonstrates a commitment to quality services and deliverables for internal and external customers. Promotes continuous process improvement techniques to modify procedures.
- **Report Generation** - Gathers and disseminates appropriate level of information, formulates it into a formal report that is complete, accurate and thorough for the intended audience.
- **Technical Capability** – Applies and demonstrates technical capacity for job specific technical requirements including software technology, applications, judgment and procedures to achieve position requirements and organizational needs.
- **Thoroughness** - Demonstrates attention to detail and accuracy. Defines and organizes tasks, responsibilities, and priorities. Takes responsibility for timely completion.

Employee Name (please print):

Employee Signature

Date

Reviewed By: Supervisor Signature

Date