



NON-CONTRACT ROLE DESCRIPTION

JD2018

ROLE TITLE:	Patient Care Quality Liaison	ROLE DESCRIPTION NO.:	00678
DEPARTMENT:	Patient Care Quality Office	HEABC REFERENCE NO.:	1872656
REPORTING TO:	Manager, Patient Care Quality Office	HSCIS CODE:	04099
CLASSIFICATION:	NCEM/Range 7	JOB CODE:	04099R

ROLE SUMMARY

In accordance with the Vision, Purpose, and Values, and strategic direction of the Vancouver Island Health Authority (Island Health) patient and staff safety is a priority and a responsibility shared by everyone; as such, the requirement to continuously improve quality and safety is inherent in all aspects of this position.

Reporting to the Manager, Patient Care Quality Office, the Patient Care Quality Liaison (PCQ Liaison) provides leadership and expert consultation in the identification, management, resolution and education of patient / client / resident issues and works in collaboration with key stakeholders, internal to the organization, to facilitate resolution of complaints and minimize risk exposure to the organization. The PCQ Liaison ensures that avenues for client feedback are accessible, that complaints and concerns are addressed in a timely, appropriate, and respectful manner. The PCQ Liaison is also responsible for ensuring a system for tracking, analyzing and reporting client feedback activities and identifying opportunities for improvement for the organization.

DUTIES AND RESPONSIBILITIES:

1. Provides expert support to Directors, Medical Directors and Managers and other senior leaders in the management of client feedback activities. Collaborates with key stakeholders regarding patient / client / resident complaints and concerns, supporting resolution of issues and ensuring that client feedback is tracked for accountability and improvement purposes.
2. Fulfils obligations and responsibilities in the context of relevant legislation, regulations and common law collaborating with Information, Access & Privacy, Risk Management and the PCQRB Secretariat.
3. Provides advice to the administrative team regarding the management of client feedback issues, including both verbal and written communication and courses of action when initial steps do not resolve issues to a complainant's satisfaction.
4. Ensures timely and effective triaging of complaints and determination of follow up actions in response to patients / clients/ residents and /or family complaints and related situations.
5. Provides consultative services throughout Island Health on effective client relations, promoting the use of a consistent region-wide process.
6. Serves as a liaison between family and the organization and the community assisting patients/clients/residents and families to know and understand their rights and navigate through the organization's processes.
7. Ensures the appropriate referral of issues with potential risk or liability to Risk Management
8. Coordinates conferences between patients / clients / residents and their representatives and administrative staff as appropriate

9. Assists in the maintenance and development of Island Health's client feedback information management system (ie data collection tools and databases), ensuring that patient /client / resident feedback is documented, status of resolution is monitored, and activities and outcomes are analyzed and reported for accountability and improvement purposes.
10. Ensures a coordinated approach to the preparation of periodic or special reports required by internal and external customers.
11. Participates in the development of policies and procedures dealing with management of patient / client / resident feedback.
12. Participates in the development, delivery and evaluation of staff education related to client relations and participates in the orientation of new employees to introduce client relations practices.
13. Participates in the integration of quality improvement principles by providing regular reports on client feedback and client relations issues.
14. Participates in interdisciplinary / interdepartmental and professional meetings as appropriate, communicating needs and concerns and providing input from a client relations perspective.
15. Performs other related duties as assigned.

QUALIFICATIONS:

Education, Training And Experience

A level of education, training and experience equivalent to a bachelor's degree in a relevant human services discipline and three (3) years' related conflict resolution / crisis intervention experience.

Skills And Abilities

- Demonstrated knowledge of pertinent laws and legislation, including the Freedom of Information and Protection of Privacy Act, the Patient Care Quality Review Board Act, and the Residents' Bill of Rights.
- Demonstrated knowledge of client relations and complaints management best practices.
- Demonstrated ability to exercise judgement and sensitivity working with complex, confidential and sensitive issues.
- Demonstrated knowledge of health care system issues and functions.
- Demonstrated analytical, problem solving and conflict resolution skills, and ability to apply these skills in potentially emotionally charged situations with patients and families.
- Ability to lead, participate and facilitate inter-disciplinary groups in a collaborative environment with multiple interests.
- Ability to educate and provide consultation to healthcare professionals.
- Ability to develop, coordinate and deliver educational programs and presentations.
- Ability to work effectively with others, including working effectively in a multicultural environment, independently, as part of a team and understanding the frameworks of other disciplines.
- Demonstrated ability to communicate effectively both verbally and in writing, adhering to requirements of legislation and with sensitivity to the need to balance both organizational requirements and a focus on patient/client/resident needs.
- Demonstrated ability to organize and prioritize workload in a complex environment.
- Advanced writing skills.
- Ability to operate related equipment.
- Physical ability to carry out the duties of the position.