

PATIENT EXPERIENCE OFFICER



Summary of profession

Patient experience encompasses the range of interactions that patients have with the health care system, including their care from health plans, and from doctors, nurses, and staff in hospitals, physician practices, and other health care facilities. As an integral component of health care quality, patient experience includes several aspects of health care delivery that patient's value highly when they seek and receive care, such as getting timely appointments, easy access to information and good communication with health care providers.

Working hours, patterns and environments

Staff usually work regular hours, and are often based on the hospital compound in offices.

Education and skills

Staff will need at least a Bachelor's degree in a related field. Experience with applicable computer software programs and/or ability to learn the systems and excellent communications skills are required.

Job and growth opportunities

With time and experience there will be opportunities for upward mobility to a managerial position. This is a very vital service to the hospital scenery as it helps to ensure the services the hospital offers are valued.