



The Health Services Authority (HSA) is responsible for the provision and administration of primary and secondary levels of healthcare services and public health functions for residents of the three Cayman Islands through a 124-bed hospital on Grand Cayman, a 18-bed hospital in Cayman Brac, satellite outpatient clinic in Little Cayman and four District Health Centers on Grand Cayman offering the most comprehensive range of inpatient and outpatient services in a single health system in the Cayman Islands.

We invite applications for the following positions:

PATIENT EXPERIENCE ASSISTANT

Salary range: CI\$48,703 – CI\$54,875 per annum

The Patient Experience Assistant coordinates and performs administrative support tasks necessary for the Executive Health Programme targeted at senior level executives in the Civil and Public Service and the private sector. The postholder will drive and foster a culture of patient and family centered care and service excellence, while improving the patient & family experience and patient relations.

Primary Responsibilities: The post-holder will provide efficient, personalized services to high-level patients of the HSA in order to coordinate access to all clinical services. Schedules and provides a concierge service for the Executive Health Programme. Works collaboratively and interchangeably to carry out similar duties undertaken by the other members of the patient experience team. Greets and assists patients, families, and visitors throughout their healthcare journey with the HSA. Provides advocacy, proactive intervention, and support to ensure patient expectations are met and exceeded. Collaborates and coordinates patient flow with healthcare staff. Ensures complaint follow-up and resolution and maintains a database of compliments as well as complaints and the detailed resolutions to enable trending and ultimately service improvement. Responds promptly to customer needs; responds to requests for service and assistance. Monitors waiting rooms, and section suggestion boxes. Assists with analyzing real-time staff and patient surveys. Identifies potential disruptive situations by communicating with individuals respectfully and with concern for their wellbeing.

Qualifications and Experience: The successful candidate should possess an Associate's Degree in business administration, healthcare, or a related field; strong written and verbal skills as well as four (4) years previous customer service experience OR eight (8) years working experience in the customer service area specifically handling patient/customer issues objectively and achieving timely resolutions. Must be able to demonstrate respect, responsibility, integrity, caring and excellence, the HSA's core values transcending the diversity of religion, race, and culture. Applicants must demonstrate a tolerance for high levels of stress in dealing with difficult and demanding customers and possess highly developed interpersonal skills, including the willingness and ability to be a team player. A flexible work schedule will be required where periodic weekend and evening work will be expected.

A remuneration and benefits package, commensurate with experience and qualifications will be offered to the successful candidate.

NOTE: Incomplete applications will not be considered. All applicants must complete and submit a HSA Application Form, and resume via e-mail to hsa.jobs@hsa.ky using pdf format. Log on to our website at www.hsa.ky to access Application Form and Job Description.

COVID-19 vaccine is required for employment at the HSA.

Deadline for post: November 28th, 2021

JOB DESCRIPTION

Job title	<i>Patient Experience Assistant</i>	Job Holder	
Reports to	<i>Patient Experience Manager</i>	Section	<i>Patient Experience Unit</i>

Background Information

The Cayman Islands Health Services Authority (“HSA”) provides and administers health care services and public health functions for residents of the Cayman Islands guided by the organization’s strategic plan and in accordance with the National Strategic Plan for Health.

The Patient Experience Unit is responsible for liaising between staff of the Health Services Authority and patients as well as their relatives. Staff in this section interact with staff and engages with patients in all sections of the Authority including Accident & Emergency, out-patient clinics, in-patient units and District Health Centres. Patient Experience staff advocate on the patient’s behalf to expedite resolution of patient issues.

Job purpose

To provide exemplary customer service to patients and customers who access services at the Health Service Authority, assisting to address any customer/patient concerns in a timely manner and providing support to the Patient Services Unit.

Dimensions

Post holder, as a member of the Patient Experience Team, provides assistance and direction to patients, families and visitors as well as co-workers with courtesy and discretion in the out-patient setting. Receiving and respond to telephone calls and emails in a timely manner is an important aspect of the job.

Duties and responsibilities

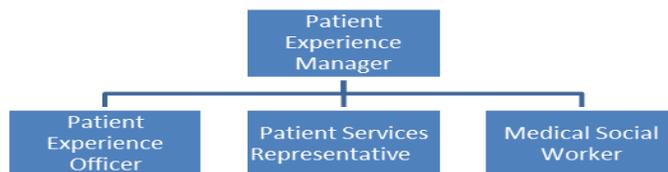
- Answers telephone courteously; responds to inquiry and/or directs caller to the appropriate personnel.
- Treats patients and visitors with courtesy and discretion and provides information and directions as appropriate.
- Identifies potential disruptive situations by communicating with individuals respectfully and with concern for their well-being.
- Manages difficult or emotional customer situations; responds quickly to customer needs; responds to requests for service and assistance.
- Receive compliments and complaints, and provide feedback to patient services to identify any areas where improvements might be made.
- In collaboration with all service providers assist in the provision of a high quality of patient services by following the organizations policies and procedures and completing all assigned tasks. This will include monitoring, waiting rooms, suggestion boxes, assisting with staff and patient surveys.
- Assist with the maintenance of a database of compliments as well as complaints and their resolution to enable trending and ultimately service improvement.

Qualifications, Experience & Skills Requirement

The post-holder should possess:

- Associates Degree in a healthcare or related field; strong written and verbal skills as well as previous customer service experience and time management skills.
- The post-holder must be able to:
- Demonstrate respect, responsibility, integrity, caring and excellence, the HSA's core values transcending the diversity of religion, race and culture
- The ability to listen carefully and look at patient/customer issues objectively, and to be innovative in achieving timely resolutions
- Demonstrate initiative and the ability to apply common sense to address problems in variable situations.
- Demonstrate excellent communication, interpersonal and organisational skills.
- Demonstrate tolerance for high levels of stress in dealing with difficult customers
- Highly developed interpersonal skills, including the willingness and ability to be a team player.

Reporting Relationship



Direct reports

The post-holder does not supervise others.

Other Working Relationships

The post-holder has a working relationship with clinical staff, patients and their relatives and visitors to the hospital. The post-holder liaises with the referrals office, outpatient clinics, A&E, GP and any other section of the hospital in order to provide and procure services for patients on an as needed basis.

Decision Making Authority and Controls

The post-holder makes decisions within the policies and protocols of the service in consultation with the Patient Experience Officer or Manager. The post-holder provides regular suggestions and feedback to the manager regarding customer service concerns/ issues enabling service improvement initiatives.

Working conditions

Normal working hours are Monday to Friday, 8:30-5:00, however, flexibility is required in which some weekend and evening work will be expected.

There will be a need for the post holder to carry an on call telephone and be available outside of regular business hours, to support special events or projects, and/or to help manage crises/issues as they arise.

Physical requirements

A desk and chair and computer are provided, however the post-holder is required to regularly stand and walk while giving directions and visiting the waiting areas throughout the hospital.

Problem/Key Features

The job involves frequent direct contact with a large cross-section of the public; therefore, the post-holder must be outgoing and pleasant and possess the ability to remain calm while dealing with various people, often including irate and intoxicated complainants.

Evaluation Metrics

Daily reports re: complaints and compliments.

Monthly reports about issues identified.

Approved by:	Director, Corporate Services
Date approved:	
Reviewed:	November 2021 - SJB
Next Review	