

Position Description

Position title	Patient Experience Partner
Department / Division	Quality Department / Nursing Services
Classification	Grade 7 Level 1 – Grade 7 Level 5 (AO71 – AO75)
Position reports to	Associate Director Quality
No. of direct & indirect reports	NA
Location	The Royal Children's Hospital, Flemington Road, Parkville
Risk category	Category C - works in a non-clinical setting, non-patient facing setting and only attends clinical areas infrequently

<p>The Royal Children's Hospital</p> <p>The Royal Children's Hospital's (RCH) vision is A world where all kids thrive.</p> <p>RCH is located within the Melbourne Biomedical Precinct, with more than 45 world-class biomedical organisations and more than 50,000 of the brightest minds working together to make the Precinct number one in the Asia Pacific region for health, education, research, and training. Within this, RCH is also a cornerstone member of the Melbourne Children's Campus, partnering with Murdoch Children's Research Institute, The University of Melbourne Department of Paediatrics and The Royal Children's Hospital Foundation. Each organisation contributes to a paediatric academic health centre which is greater than the sum of its parts.</p> <p>RCH has cared for the children and young people of Victoria for more than 150 years since it was founded in 1870. A full range of paediatric and adolescent health services are provided plus tertiary and quaternary care for the most critically ill and medically complex patients in Victoria, Tasmania, southern NSW and other states around Australia and overseas. The RCH is the only provider of heart transplant services and CAR T-cell therapy for paediatrics in Australia. RCH is an effective advocate for patients and their families with a particular focus on vulnerable children and increasingly, mental health in young people. The hospital also supports many health promotion and prevention programs. The Hospital has more than 6,000 staff, a budget of \$850M, 12 wards and 350 beds. Annually, the RCH has 300,000+ Specialist Clinic appointments, 90,000+ Emergency Department presentations and 20,000 elective surgeries.</p> <p>We work collaboratively with hospitals to deliver the right care, in the right place, at the right time. The RCH is committed to the Child Safe Standards https://www.rch.org.au/quality/child-safety/.</p> <p>RCH enjoys high employee engagement and is committed to staff safety and a positive culture through enactment of our Compact.</p> <p>Further information on RCH is available at www.rch.org.au</p>
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ROLE PURPOSE

The Patient Experience Partner is a key member of the Quality Department. The Patient Experience Partner supports the collection, review and response to feedback provided to RCH from patients, families/carers and other key stakeholders to RCH. The Patient Experience Partner reports to the Associate Director Quality and plays an essential role in connecting and coordinating feedback from a variety of modes across RCH to maximise how RCH continuously improve the experience for patients and families/carers.

KEY ACCOUNTABILITIES

Organisation and Planning

- Established organisational and planning skills with ability to prioritise workload and competing demands.

Communication

- Ensure consumer feedback with a high Complaint Severity Rating (CSR), or feedback from external agencies (i.e. Safer Care Victoria, Health Complaints Commission, Mental Health and Wellbeing Commission) are escalated to the Associate Director Quality or Director Quality.
- Excellent developed verbal communication, interpersonal skills and attention to detail with the ability to interact with a variety of stakeholders, including patients and families of RCH.

Customer Service / Stakeholder Management

- Support processes to ensure patient, families/carers have accessible ways to provide experience feedback to RCH.
- Coordinate and facilitate the review and resolution of feedback provided to RCH by partnering with internal stakeholders.
- Ensure timely responses to all individuals / agencies who have provided feedback to RCH.
- Facilitate a strong customer service culture with the demonstrated ability to build and maintain key working relationships across organisation and ensuring a high level of service to stakeholders.
- Demonstrated ability to respond flexibly to client needs with the ability to develop practical solutions and provide advice in area of expertise.
- Provide advice, guidance and support and ensure compliance with policy and procedures.
- Foster collegiate relationships with external stakeholders.

Teamwork

- Partner with the Associate Director Quality – Patient Safety to ensure all feedback with signals of serious adverse patient safety events are reviewed.
- Collaborate with other key members of the Quality Department to ensure key learnings and recommendations for review of patient safety and patient experience events are shared, monitored and implemented across RCH.
- Work in collaboration with multidisciplinary teams.
- Demonstrated experience working with initiative, autonomy and leading others in the pursuit of team goals and organisational goals.

Quality

- Actively monitor trends in feedback to RCH ensuring improvement relating to experience, including supporting the provision of patient experience data to divisional partners.

- Support sharing and learning opportunities across the organisation to highlight examples of high quality, safe care and support areas where there are opportunities for improvement.
- Contribute to RCH quality systems that support the Operational Excellence – Clinical Governance Framework.
- Lead team member participation to ensure ongoing excellence in service delivery and teamwork.
- Lead the ongoing development, review and maintenance of administrative processes and improved communication mechanisms and service delivery, consistent with the principles of continuous improvement.

Administration / Process and Procedures

- Ensure clear verbal, written communication with individuals who provide feedback to RCH.
- Strong writing skills that support report, brief and procedure development.
- Ensure all feedback provided to RCH is documented, stored and triaged in line with RCH feedback handling procedures.
- Ensure feedback with a high Complaint Severity Rating (CSR), or complaints from external agencies (i.e. Health Complaint Commission, Mental Health and Wellbeing Commission) are escalated to the Associate Director Quality or Director Quality.
- Practice in accordance with the Health Complaints Commissions – Complaint Handling Standards.
- Strong understanding of how processes and techniques interact with other related functions.
- Manage administration workflow to ensure optimal outcomes within a timely manner.
- Identify opportunities for innovation and support development of appropriate business cases.
- Develop and implement policies and procedures as required.

Financial management

- Adhere to financial policies.

Leadership / Strategy

- Support all areas of RCH to collect, review and respond to consumer feedback.
- Ensure timely and relevant reporting to internal stakeholders and external regulatory bodies.
- Actively supports organisational readiness for short notice National Safety and Quality Health Service accreditation.
- Contribute to strategic planning of the Department.
- Provide technical leadership in area of expertise.
- Contributes to reporting on key performance indicators.
- Assist with the implementation of key organisation priorities to support quality systems across RCH as directed by Director Quality.

QUALIFICATIONS AND EXPERIENCE

Essential:

- Tertiary qualifications in a related field and/or significant relevant industry experience.
- Proven leadership experience in a team environment and ability to work well as a senior team member.

Desirable:

- An understanding of the healthcare sector.
- Proven experience in the management of consumer feedback including development of the system to support patient experience.
- Strong project management skills and experience.

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KEY SELECTION CRITERIA
<ul style="list-style-type: none"> • Highly motivated and solution focused. • Excellent verbal communication and interpersonal skills with the ability to interact with and influence a variety of stakeholders to achieve mutual understanding and agreed outcomes. • Resilient with the ability to balance and manage high workloads and competing priorities. • Proficient in Microsoft 365 platforms. • Excellent organisational and time management skills. • Proven abilities in data interpretation and report writing. • Demonstrated ability to work effectively in a team environment. • Ability to share knowledge with colleagues in a constructive manner. • Contemporary understanding of complaint handling practices.

OTHER REQUIREMENTS
<ul style="list-style-type: none"> • Employees are required to undertake a National Criminal Record Check and a Working with Children Check prior to commencing employment. • Employees are required to maintain a valid Working with Children Check throughout their employment. • A current, full driver's licence for the State of Victoria which is appropriate for the type of vehicle being driven, and comply with any restrictions on their licence (e.g. wearing glasses) while undertaking hospital duties (If applicable) • Employees are required to maintain compliance with RCHs "Staff Immunisation - Prevention of Vaccine Preventable Diseases" procedure.

IMPORTANT INFORMATION
<p>All employees are required to adhere to the Royal Children's Hospital Values:</p> <ul style="list-style-type: none"> • Curious - We are creative, playful and collaborative. • Courageous - We pursue our goals with determination, ambition and confidence. • Inclusive - We embrace diversity, communicate well, build connections and celebrate our successes together. • Kind - We are generous, warm and understanding. <p>RCH COMPACT</p> <p>All new and existing employees commit to the RCH Compact to contribute to a strong and respectful culture.</p> <ul style="list-style-type: none"> • We do better work caring for children and families when we also care for each other • I bring a positive attitude to work – I share, I laugh, I enjoy other's company • I take responsibility for my behaviour and its impact on others • I am curious and seek out ways to constantly learn and improve • I celebrate the good stuff, the small stuff, the big stuff – it all matters • I speak up when things aren't right • I value the many different roles it takes to deliver great patient care • I actively listen because I want to understand others and make better decisions

- I am inclusive and value diversity
- When it comes to teamwork, I don't hold back – I'm all in

QUALITY, SAFETY AND IMPROVEMENT

RCH employees have a responsibility and accountability to contribute to the organisation's commitment to Quality, Safety and Improvement by:

- Acting in accordance and complying with all relevant Safety and Quality policies and procedures
- Identifying risks, reporting and being actively involved in risk mitigation strategies
- Participating in and actively contributing to quality improvement programs
- Complying with the requirements of the National Safety & Quality Health Service Standards
- Complying with all relevant clinical and/or competency standards
- Complying with the principles of Patient and Family Centred Care that relate to this position

The RCH is committed to a diverse and inclusive workforce. We encourage applications from Aboriginal and Torres Strait Islander people, people from culturally and/or linguistically diverse backgrounds, all members of the LGBTQI community and people with disability.

Position description last updated	May 2024
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