



Atrium Health

PHYSICIAN DENTIST SUPPORT STAFF

Patient Experience Coordinator (PEC)

Annual Competency Assessment

Name of PDSS Member: _____

JOB SUMMARY: The Patient Experience Coordinator (PEC) is an important member of the clinical care team and ensures patients and their families experience exceptional customer service in the Emergency Department. The PEC will provide on-going patient advocacy and customer service by completing customer service rounds to assigned patients and families, surveying patients on their experience, gathering patient responses into a database, making post-discharge phone calls to patients, and performing other tasks as needed that are focused on improving the patient experience. As the primary point of service recovery for patients, the PEC will effectively communicate any questions or negative patient experiences to the healthcare team. The PEC actively participates in all phases of the patient advocacy process with excellent customer service.

GENERAL RESPONSIBILITIES

<u>GENERAL RESPONSIBILITIES</u>	<u>MEETS EXPECTATIONS</u>	<u>DOES NOT MEET EXPECTATIONS</u>	<u>NOT APPLICABLE</u>
Consistently demonstrates the Hospital's core values and patient care expectations			
Improves patient satisfaction survey scores and increases survey response rates			
Conducts customer service rounds			
Effectively communicates complaints, questions and patient issues to the clinical care team			
Proactively ensures patient and family needs are met			
Collaborates in navigating patients through the complete continuum of care (needs ranging from minimal			

to complex), and looks to identify areas of opportunity to improve the process			
Identifies opportunities for improving the process and incorporates it into the feedback process for operational team to address			
Develops appropriate relationships with ED staff and the clinical care team to maximize the patient experience across departmental and physician/provider lines			

Evaluation Date: _____

PDSS Member Signature: _____

Sponsoring Physician Name: _____

Sponsoring Physician Signature: _____