



**THE BRANTFORD GENERAL SITE  
VACANCY POSTING**

**COMPETITION #: 1230**

**POSITION: PATIENT/CLIENT EXPERIENCE OFFICER**

**DEPARTMENT: RISK & QUALITY MANAGEMENT**

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**SCOPE:**

We are currently looking for a dynamic and dedicated individual to join the Risk, Quality and Patient Safety Team. Reporting to the Manager, Patient Safety & Risk, the Patient/Client Experience Officer will be responsible for establishing and maintaining effective relationships with our patients/clients.

**PRIMARY RESPONSIBILITIES:**

Your talent and commitment to excellence in customer service, combined with your skills in risk & quality management will enable you to:

- Foster positive relationships and strengthen the partnership between The Brant Community Healthcare System and those we serve.
- Enhance the patient/client experience through the identification, management and facilitating the resolution of complaints/concerns/questions and or requests
- Ensure avenues for patient/client feedback are accessible and complaints/concerns are addressed in a timely, effective and respectful manner
- Analyze and prepare organizational and departmental reports using solicited and unsolicited patient/client feedback
- Take the lead in planning and evaluating quality improvement and organizational risk reduction strategies and processes as you collaborate with a diverse team of professionals to deliver excellence in patient/client centred care and support

**QUALIFICATIONS:**

- A healthcare professional with demonstrated knowledge of hospital systems and processes
- 3-5 years clinical acute care experience
- Experienced in coaching and mentoring of staff at all levels. A current Certificate in Coaching an asset
- Demonstrated ability to recognize and resolve ethical dilemmas as they relate to patient/client/family or community complaints/concerns
- Excellent Customer Service skills. Completion of a formal customer service program an asset
- Demonstrated knowledge of risk management, patient safety practices and quality management practices including risk assessment, continuous quality improvement principles and practices, performance metrics/measurement, statistical analysis/interpretation
- Demonstrated ability to establish and maintain effective working relationships with a wide variety of staff at all levels while dealing with complex and controversial issues.
- Demonstrated ability to negotiate and resolve conflict and mediate
- Working knowledge of current legislation in health care (Public Hospitals Act, Mental Health Act, Quality of Care Information Protection Act, PHIPA, PIPEDA, Coroners' Act, Public Trustees and the Excellence Care for All Act) preferred.
- Computer Skills: proficiency in Microsoft Office Suites (including Excel) and other appropriate computer programs. Experience with RL Solutions Feedback Monitor & Risk Monitor Pro an asset
- Experienced in developing and delivering formal presentations

**Safety (patient, worker & workplace) is a BCHS Corporate Priority. The successful applicant will demonstrate good stewardship in the identification, reporting and mitigation of unsafe acts or conditions  
"Brant Community Healthcare System is an equal opportunity employer"**

**PLEASE SEND A RESUME TO [humanresources@bchsys.org](mailto:humanresources@bchsys.org) and quote ID#1230 in the subject line.**