



DIVISION SCOPE OF SERVICE

Division: NORTH TEXAS
DHP Classification: PATIENT REPRESENTATIVE
Name of Dependent Healthcare Professional (DHP):
Patient Representative: The Patient Representative must have equivalent qualifications, competence and function in the same role as employed individuals performing the same or similar services at the facility, as defined by facility job description.
Definition of Care or Service: The Patient Advocate's role is to promote positive patient and family centered care by serving as an advocate of patient rights and service excellence. The scope of the role includes using clinical knowledge, to assess quality of care and to collaborate with patient care team and nursing leadership. The role involves using critical thinking skills and clinical expertise to respond to and resolve patient and family complaints.
Setting(s): <ul style="list-style-type: none"> Healthcare facilities including but not limited to hospitals or outpatient treatment facilities
Supervision: Case Management Director
Evaluator: Case Management Director
Qualifications: <ul style="list-style-type: none"> Bachelor's Degree with emphasis in healthcare, nursing, psychology, sociology, public relations or other related course of study.
State Requirements: <ul style="list-style-type: none"> N/A
Experience: Experience with patient advocacy, conflict resolution and customer relations required.
Competencies: The Patient Representative will demonstrate: <ul style="list-style-type: none"> Performs patient rounds to extend hospitality and to provide information. Facilitates services for patients with special needs Provides service recovery and VIP protocols as needed Serves as a resource and consultant for patient rights, including the patient grievance process Assists in resolution of lost patient valuables Assists in the provision of language services and interpreters Maintains documentation of complaints and monitors data for trends Uses critical thinking skills to determine best course of action to resolve complaints in collaboration with patient care team, leadership and administration. Assesses and identifies patient care concerns which may need to be escalated for more in depth investigation. Supports service excellence initiatives through internal and interdepartmental strategies Maintains a safe environment Infection Prevention <ul style="list-style-type: none"> Practices consistent hand hygiene Uses personal protective equipment (PPE) Complies with Isolation precautions
References: N/A



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DHP Printed Name: _____ DHP Signature: _____

Company/Vendor: _____ Date: _____