



Position Description & Requirements

Position/Title: Director, Patient Experience

Department: TopLine MD & Marketing

Vacancy Date: ASAP

Required Time Commitment (Full Time/Part Time): Full Time

Job Description: The Director of Patient Experience is responsible for providing operational oversight of various education programs and initiatives geared specifically towards improving the overall patient experience and each practice's culture of service. The Director of Patient Experience will play an active role in conducting trainings and other educational programs for TopLine MD members and staff.

Responsibilities

- Design standardized TopLine MD training curriculum to improve the patient experience
- Oversee implementation of educational programs for care center managers and staff
- Work closely with the Patient Experience Manager to develop and implement the TopLine MD Education Suite and other programs that support the mission of establishing a patient-centric culture
- Provide in-depth analysis of all patient metrics garnered from comprehensive on-site audits, patient satisfaction surveys, online reputation reviews and qualitative data from physician scorecard
- Collaborate with departments currently involved in supporting patient experience and office efficiency initiatives such as Femwell 360
- Provide classroom-style training courses in communication of best practices, facilitate group discussion, and lead participants in developing effective communication skills aligned with values of the brand
- Scale training program by developing virtual & interactive training hub for care centers and staff to access on-demand
- Conduct skills-based training and coaching with patient-facing staff through role-playing and simulated patient interactions to improve communication with patients
- Continuously monitor external and internal benchmarks to assess performance level and recommend short and long term actions for achieving goals
- Prepare and give presentations to leadership on Patient Experience initiatives
- Provide regular and consistent updates on all training activities and other special projects to the Chief Healthcare & Innovation Officer

Required knowledge, skills & abilities:

- Must be willing to stand-up a department, work independently, be a go-getter, and have an entrepreneurial spirit
- Bachelor's degree in a relevant field (Business, Healthcare Administration, Communications, etc.)
- Previous leadership experience improving the customer/patient experience
- Demonstrated experience implementing cultural change across an organization
- Strong verbal and presentation skills, including the ability to effectively deliver presentations to groups
- Excellent oral communication and interpersonal skills
- Presents a friendly, approachable, professional demeanor and appearance with a high level of energy and enthusiasm

- Superior organizational skills and passion for attention to detail
- Ability to provide constructive, individualized feedback in a caring and compassionate manner
- Quickly establishes trusting relationships with clients and staff
- Ability to work under multiple deadlines, multitask, and adapt rapidly to changing priorities
- Communicates effectively with others, respects diverse opinions and styles, and acknowledges the assistance and contributions of others
- Passionate about improving the patients' care experience
- Experience with Microsoft Office (Word, Excel and PowerPoint)
- Knowledge of and experience in healthcare preferred

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

How to Apply:

If you are interested in this position, please send your resume to jfarias@femwell.com

Please be sure to include the following in your e-mail:

- The title of the position you are applying for in the subject line
- The date at which you are available to start
- Why you are interested/qualified in the position
- Your salary requirement
- Your contact information

Once your email is received someone will contact you should you qualify for an interview.

Please note that submitting your resume does not guarantee an interview or position placement.