



Choctaw Health Center

Administration
210 Hospital Circle
Choctaw, MS 39350-6781
601.389.4250

JOB ANNOUNCEMENT #432105

POSITION TITLE: Community-Patient Relations Specialist
SALARY: Grade 12
SUPERVISOR: Human Resources Director
JOB LOCATION: Choctaw Health Center
TYPE OF EMPLOYMENT: Regular Full Time/Non-Exempt/Non-Essential
OPENING DATE: **NOVEMBER 22, 2022** NOV 22 2022
CLOSING DATE: **DECEMBER 06, 2022 OR UNTIL FILLED**

Mission Statement: *The Mission of the Choctaw Health Center is to raise the health status of the Choctaw People to the highest level possible.*

Vision Statement: *Our vision is to achieve a healthy community through holistic health services in a culturally sensitive environment, in partnership with satisfied customers, dedicated employees, and the Choctaw community.*

SCOPE OF SERVICE AND EFFECT:

The Choctaw Health Center is a 20-bed hospital centrally located in Choctaw, Mississippi off State Highway 16 West on the Mississippi Band of Choctaw Indians reservation. The Tribe consists of eight communities: Bogue Chitto, Bogue Homa, Conehatta, Crystal Ridge, Pearl River, Red Water, Standing Pine and Tucker. It serves approximately 11,000+ members of the tribe's population across, ten county area in central Mississippi. The facility is a three-story comprehensive health center with three satellite clinics located in the Choctaw communities of Bogue Chitto, Conehatta, and Red Water.

The Community-Patient Relations Specialist will ensure that patients are aware of their rights, distributing and explaining the provisions of the Statement of Patient's Rights, and support their interests if there are violations of those principles.

Incumbent must be committed to the mission, vision, and values of the Choctaw Health Center.

RESPONSIBILITIES AND DUTIES:

1. Will serves as Patient Liaison within the Choctaw Health Center and rural health clinics as well as coordinate with other health entities to resolve patient grievances and concerns.
2. Responsible for timely investigation of patient grievances, to include communication and follow-up with all parties involved throughout the investigation to resolution of the occurrence. Oversees the system for uniform handling of such violations.
3. Reports statistical results of the CPRS's efforts through presentation at quarterly meetings of the hospital's Governing Board. Reports are forwarded to Choctaw Health Center Administration for periodic review. Additionally, statistical data is used to produce monthly Quality Management reports specific to the effectiveness of the patient grievance process.
4. Oversee, directs, and ensures delivery of initial and continuing customer service training and orientation to all employees, volunteers, medical and professional staff, contractors, alliances, business associates, and other appropriate third parties.
5. Provides support to the Choctaw Health Center's legal counsel as needed in maintaining and assisting with investigations in response to alleged violations of rules, regulations, or policies.
6. Will serve as an active member of the HIPAA/Privacy Compliance Committee, Ethics Committee, Safety Committee, Purchase/Referred Care Committee, and Utilization Review Committee.
7. Researches, writes, and distributes press releases to targeted media and oversees the coordination for all media communications with the Communications and Media Relations Specialist to meet the needs, objectives, and policies of the organization.
8. Works with the Information Technology department in updating and maintaining public information on the hospital's Patient channel, CHC Facebook page, and the WatchFire digital external message board. Communicates, as necessary, with all Choctaw Health Center departments to ensure an accurate flow of information.
9. Oversees the development and maintenance of the Choctaw Health Center website.
10. Works under time constraints, understands, and meets deadlines consistently.
11. Serves as Public Information Officer for the hospital incident command system.
12. Performs other duties as assigned.

WORK ENVIRONMENT:

Work is performed in the Administration office area of the Choctaw Health Center in an office setting which is adequately lighted, heated, and vented. There is possible exposure to communicable diseases and infections in the healthcare setting.

OTHER REQUIREMENTS OF THE POSITION:

1. Possess high integrity and commitment to patient confidentiality.
2. Ability to handle frustrating circumstances in a calm and composed manner;
3. Must have a positive, friendly disposition, upbeat, and accommodating tone;
4. Must possess a strong work ethic and team player mentality;
5. Must possess working knowledge of the healthcare system including a solid understanding of medical terminology.

QUALIFICATIONS:

1. Bachelor's Degree in a health-related field, Management or Communication is preferred; or Associates Degree in a health-related field is preferred; or a Licensed Practical Nurse licensure is preferred; Or five years or more of work in a health-related field is required. **(Copy of diploma/license must be attached to the application.)**
2. Must possess strong communications skills, both written and oral, for interacting with patients, their families, and medical professionals.
3. Demonstrated leadership ability.
4. Understanding the basic health systems and the performance improvement.
5. Must be proficient on a personal computer. Must have a thorough understanding of Microsoft Word, Excel, PowerPoint, and Publisher.
6. Displays a high degree of integrity and managerial judgment while interacting with patients and hospital staff.
7. Must possess excellent decision-making and negotiating skills and have exemplary organizational skills with proven ability to multi-task in providing outstanding customer service.
8. Must be able to communicate in the Choctaw language.
9. Must possess a valid Mississippi driver's license, automobile liability insurance and have dependable transportation and telephone.
10. Must successfully complete the required criminal background investigation pre-employment drug test with favorable results.
11. Candidates will be required to show proof of being fully vaccinated against COVID-19 virus; either (2) doses of the Pfizer or Moderna vaccines, or the 1-dose J&J vaccine. **A copy of the vaccination card or a copy of a medical exemption which confirms the recognized clinical contraindications to COVID-19 vaccines from the applicant's licensed provider certifying the applicant is excluded from receiving the vaccine is required to be attached to the employment application.**

In accordance with the Choctaw Health Center Employee Health Program, pre-employment physical examination is required, and an annual exam is required while employed.

****CHOCTAW HEALTH CENTER PROPERTIES ARE TOBACCO FREE****

NOTE: The Administrative Personnel Policy & Procedures of the Mississippi Band of Choctaw Indians, Native American Preference, Section II (A), have been revised and approved as follows:

Further bolstering this Native American preference to promote employment of MBCI members, it is the policy of the MBCI to employ person(s) who are not members of the MBCI only when no qualified member of MBCI, who has applied for the position, can be trained or upgraded to fill a given job vacancy within a reasonable period of time at a reasonable cost, and then only when a Waiver of Native American Preference has been secured from the Committee on Human Resources, Training and Development on a case-by-case basis.

The authority to waive Native American Preference laws can be exercised by the Committee on Human Resources, Training and Development. The Committee will exercise its discretion to do so only when a

motion is made by a committee member to support such waiver and the Committee determines by reviewing the facts and appropriate written documentation that a waiver is justified. A waiver to allow the employment of a person who is not a member of MBCI, or to employ a person who is Native American outside the order of preference set forth in this Policy, can be made by the Committee only for as long as the person who is granted the waiver remains in the position for which the waiver was

granted. That waiver does not apply to other openings which the person who is granted the waiver may request a promotion or transfer for or apply for. The Committee only has the right to approve or disapprove a waiver that has been requested by the Executive Branch supervisors, and has not right to direct, demand, or coerce any executive Branch supervisor or personnel that any specific applicant other than the one for which the waiver is sought, be employed.

IF INTERESTED, SEND APPLICATION TO:

Mississippi Band of Choctaw Indians
Human Resources Department
P.O. Box 6033, Choctaw Branch
Choctaw, MS 39350