



Clinic Patient Experience Specialist

Council Oak-Communications

VACANCY ANNOUNCEMENT: VA 25-143

STARTING SALARY: Negotiable

CLOSING DATE: Open Until Filled

Muscogee Nation Department of Health (MCN Health) provides comprehensive health care services to Native Americans living within the Muscogee Nation. MCN Health is an integrated system of six health centers, an Express Care Clinic, three hospitals, a physical rehabilitation center and nine comprehensive community health programs. Offering services across the lifespan including pediatrics, family medicine, nursing, dental, laboratory, radiology, pharmacy, behavioral health, emergency medical, audiology, nutrition, physical therapy, and optometry.

DESCRIPTION OF ASSIGNMENT: The purpose of the position is to plan, develop, monitor and modify the overall approach to the patient experience for Muscogee (Creek) Nation Department of Health Clinic patients. Incumbent must be insurable to drive a GSA vehicle. This position is located at the Council Oak Comprehensive Healthcare in Tulsa, OK.

REQUIREMENTS: Associates degree in Healthcare, Business or a related field is preferred. High School Diploma or GED is required. Minimum of (3) three years clinical or administrative experience in a healthcare leadership position, preferably with a focus on patient experience and/or customer service. Relevant professional licensure or certification is desirable.

EVALUATION METHODS: Applicants who meet the requirements described above will be evaluated to determine the extent to which they possess or have the potential to acquire knowledge, skills, abilities, and personal characteristics (KSAP's) required of this position. Applicants should address the following KSAP's on a separate attachment to their application. Knowledge and skill sufficient to perform a moderately difficult range of nursing care.

- Strong problem-solving skills and ability to quickly resolve issues and concerns.
- Ability to develop and lead interactive and engaging training and education programs relevant to service excellence.
- Proficiency in writing and editing reports and other materials/documents.
- Skills in process improvement methodologies
- Knowledge of regulatory requirements affecting admissions and marketing
- Knowledge and skill to utilize a PC in a Windows environment and to operate other necessary office equipment. Proficiency in Microsoft Word, Excel, PowerPoint, and Outlook.
- Ability to plan, organize and prioritize work.
- Ability to communicate effectively with patients, medical staff, administrative staff, health care professionals and the general public both orally and in writing.

APPLICATION PROCEDURES: Apply online at Department of Health Application. (Current employees must use a transfer request form available on the intranet home page under forms). The KSAP's as outlined in the Evaluation Methods section should be addressed but are not required. For further information, call Tracy Watters at (918) 762-0307. The Department of Health is an Equal Opportunity Employer; however, Indian Preference will be applied in the case of equally qualified applicants.

Staffing Coordinator

Date