



Human Resources
P.O. Box 1118
Okmulgee, OK 74447

POSITION: Manager of Patient Experience-Council Oak
VACANCY ANNOUNCEMENT: CN-24-191

STARTING SALARY: Negotiable
CLOSING DATE: Open Until Filled

The Muscogee (Creek) Nation Department of Health (MCNDH) provides comprehensive health care services to Native Americans living within the Muscogee (Creek) Nation. MCNDH 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, direct, monitor and modify the overall approach to the patient experience for Muscogee (Creek) Nation Department of Health Hospital patients. Incumbent must be insurable to drive a GSA vehicle. This position is located at the Council Oak Comprehensive Healthcare in Tulsa, OK.

REQUIREMENTS: Candidates must meet the following requirements:

Bachelor's degree in Healthcare, Business or a related field 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.

1. Strong problem-solving skills and ability to quickly resolve issues and concerns.
2. Ability to develop and lead interactive and engaging training and education programs relevant to service excellence.
3. Proficiency in writing and editing reports and other materials/documents.
4. Skills in process improvement methodologies, process management or change management.
5. Knowledge of regulatory requirements affecting admissions and marketing
6. 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.
7. Ability to plan, organize and prioritize work.
8. 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 www.creekhealth.org. (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