

**Cornwall Community Hospital
Hôpital communautaire de Cornwall**

Job Opportunity

**Patient Relations Specialist
(Non-Union, Full Time)**

Do you **embrace** change management in a stimulating environment? Are you **adaptable, optimistic, light hearted, confident and creative**? Are you a clinical **leader** with excellent communication and presentation skills? Do you have a **passion** for problem solving and conflict resolution? **Cornwall Community Hospital needs someone like you!** The role of the Patient Relations Specialist will guide, manage and support the Patient Relations and Patient Safety Program at Cornwall Community Hospital. Requirements for the role include ‘hands-on’ implementation of patient relations and safety activities, including the management of projects and leading the ongoing hospital Accreditation process. Reporting to the Director, Quality and Medicine, the individual enhances the Risk Management and Quality Improvement Programs by working with others to reduce patient safety risks, with the goal of improving patient interactions and outcomes.

Cornwall Community Hospital is located in Cornwall, Ontario, on the St. Lawrence River immediately adjacent to Highway 401 and a one-hour drive from Montreal and Ottawa. As one of the largest health care providers in the region, CCH provides a full range of patient care services from acute, in-patient, out-patient and community-based programs that are delivered with a total operational budget of over \$100M and over 1,100 employees. Cornwall is a great community to live and work in by enjoying the many local amenities such as water front parks, bike and walking paths and affordable cost of living.

As part of the Cornwall Community Hospital you uphold the mission, vision and ICARE values in order to create a safe environment for patients/clients, families, staff, physicians and volunteers, recognizing “Patient Safety” and our hospital’s “Senior Friendly Strategies” as a top priority in creating a culture of safety and “The Workplace of Choice”.

QUALIFICATIONS:

- Health related degree (Bachelor of Science in Nursing or other related Health degree and/or equivalent acute care experience as a minimum, Masters level is an asset)
- Minimum of 5 - 10 years of clinical experience
- Project management experience as demonstrated by success in establishing, leading and maintaining positive change through quality improvement initiatives
- Demonstrated interdisciplinary team leadership and conflict resolution skills.
- Lean Greenbelt Certification (or the willingness to obtain certification within 6 month of hire)
- Ability to deal with patients, staff and physicians on multiple complex clinical issues, and complaint follow ups
- Self-directed and strong collaborative skills
- Ability to manage multiple priorities
- Superior critical thinking skills and ability to generate ideas and fresh perspectives
- Computer literacy (ideally MS Office, Excel, Outlook)
- Experience in providing presentations and workshops
- Ability to research and obtain needed information on a broad range of topics, in particular evidence based research, and chart reviews

ASSET:

- Functional level in oral French

If you are interested in joining our dynamic team, please send your resume to:

careers@cornwallhospital.ca

We thank all candidates for applying; however only those candidates selected for an interview will be contacted.