THE OPPORTUNITY

Prestigious and world-renowned Johns Hopkins Medicine is searching for a Chief Patient Experience Officer to assume multi-site system responsibility for JHH/JHHS. This executive will drive and foster a culture of patient and family centered care and service excellence, while improving patient & family experience and patient relations across the enterprise. The Chief Patient Experience Officer will work directly with the Executive Teams at all the Johns Hopkins Health System affiliates to assess and communicate performance and to create change at all levels of the organization. This position will also be accountable to supporting and managing the organizational needs, as well as the design, implementation and evaluation of programs that facilitate the professional development and continuous learning of all team members. Tasked with translating the concepts of service excellence, patient experience and patient relations into actionable behaviors, this individual will take a culture steeped in clinical excellence into the ever evolving world of patient & family centered care.

Working in partnership with the executive and operational teams of each Johns Hopkins Healthcare entity, this Executive Leadership role requires a track record of distinguished performance and proven success. Having successfully navigated highly matrixed, and complex organizations, the Chief Patient Experience Officer will bring extensive systems experience in order to lead, influence and inspire across the enterprise.

Reporting to the Armstrong Institute and JHH, this individual will have the full support of JHM and will be accountable for setting unprecedented and consistent standards across the Johns Hopkins System.

Important areas of practice knowledge will include:

- Patient/Consumer Experience, Patient Relations & Measurement Tools
- Organizational Change Management
- Best Service Practices & Protocols
- Workforce engagement & performance
- Surveys, Metrics & Standards
Data analysis and interpretative skill

This Leader will be the system expert on patient satisfaction & service excellence, while always cognizant of the Johns Hopkins model of maintaining a culture of discovery, superior outcomes, safety, learning and distinguished clinical care. This inspirational, yet practical leader will play a pivotal role in the experience of care for every unique patient and family served by JHM, both today ……and in the future.

CLIENT

Founded in 1867, Johns Hopkins remains a world leader in teaching, patient care, and research. From the 1889 opening of The Johns Hopkins Hospital, to the opening of the School of Medicine four years later, there emerged the concept of combining research, teaching and patient care. This model, the first of its kind, would lead to a national and international reputation for excellence and discovery.

Located in Baltimore, Maryland, the health system includes six hospitals: The Johns Hopkins Hospital, Bayview Medical Center, Howard County General Hospital, Suburban Hospital, Sibley Memorial Hospital (Washington, D.C.) and All Children’s Hospital (St. Petersburg, Florida). The not-for-profit teaching hospitals offer inpatient and outpatient health services that include general medicine, emergency/trauma care, pediatrics, maternity care, senior care and numerous specialized areas of medicine.

Johns Hopkins Community Physicians administer primary care through about two dozen locations throughout Maryland and the Washington DC-area. The health system organization also provides home health care services and operates outpatient surgery and imaging centers throughout the area.

Today, Johns Hopkins uses one overarching name—Johns Hopkins Medicine—to identify its entire medical enterprise. The name is also reflective of the governance structure of this $5 billion system that unites the physicians and scientists of the Johns Hopkins University School of Medicine with the health professionals and facilities that make up the broad, integrated Johns Hopkins Health System.

CANDIDATE QUALIFICATIONS

- Ten years of related experience with progressive levels of responsibility required
- A documented track record of implementing and accomplishing customer service improvements in a large academic complex health care organization or system required
- Advanced knowledge of: various CAHPS surveys, patient satisfaction survey tools, the field of consumer research, and complaint and grievance management
- Budget responsibilities of at least 3M and direct line responsibility
- Ability to influence an entire enterprise workforce.
- A proven track record of RESULTS and working with process management
• Performance in patient satisfaction surveys in the upper tier (75 percentile or higher)
• Able to lead & facilitate meetings across the enterprise and across diverse audiences
• Advanced data analysis and interpretation skills are needed to lead the service improvement effort and to create the credibility needed for interaction with hospital leaders and faculty
• Able to articulate challenges and to be proactive and aggressive in thinking about new ways to do things and create enthusiasm for new initiatives
• Able to elicit commitment from stakeholders and team members
• Ability to communicate effectively verbally and in writing, with all levels of Health System personnel, JHHS, physicians, executives, patients and visitors

CANDIDATE CHARACTERISTICS

• PASSIONATE and able to INSPIRE
• Purpose driven, principles led and performance focused
• Can Drive Change
• Clearly confident, yet humble and curious
• Credible: Knows and utilizes data/science to support positions
• Empowering and personable
• Strong relationship building skills
• A team player who is highly visible and engaged
• Superior listening skills
• Strong public presentation skills
• Integrity of the highest order
• Service-oriented, leads by example

EDUCATION/CREDENTIALS

Requires an advanced degree in Nursing, Medicine, Organization Development, Public Health, Health Administration, Business or related field.

IMMEDIATE PRIORITIES

• Build trusting relationship with leaders across JHH and JHHS
• Initial focus to evaluate and access current systems and service initiatives at JHHS & JHH
• Involve multiple stakeholders (patient, families & staff) and develop a plan of action for three years with clear goals for year one
• Identify key physician & facility champions system wide
• Develop JHM Standards of Service Behaviors system wide year one (new Success Factors Performance Management system and tie in JHM core values)
• Integrate patient relations and service excellence
• Set up a system of accountability that is utilized system wide
• Develop and implement infrastructure and begin to roll out standardized processes across the enterprise
• Achieve and sustain CHAPS > 75 percentile in accordance with the JHM Strategic plan
• Create, monitor and achieve service standards for patient relations
• Develop a line of “Hopkins Branded” Patient Service Products across the system

DUTIES AND RESPONSIBILITIES

• Oversight and responsibility for enhancing and continually improving the overall experience of patients and families throughout JHM
• Clearly defines the optimal Patient Experience, including the behavioral changes necessary to achieve cultural transformation throughout the entire organization
• Instills a culture of service excellence, hospitality, ownership and results across the enterprise
  o Documents and communicates throughout the organization the shared vision for experience improvements
  o Develops the framework & protocols in which all Patient Experience initiatives will be deployed across JHH/JHHS
  o Develops service, educational, and training programs throughout JHM relating to the patient experience
  o Strategically develops, refines and improves performance metrics and measurement methods using standardized and customized tools
  o Consistently measures results
• Utilizes coaching, best practices, and collaboration to improve service excellence throughout the system.
• Works to ensure alignment of people, processes, systems and rewards across JHH/JHHS
• Identifies and presents key issues impacting the Patient/Family experience for Board and Executive leadership discussion and decision making which will include findings, barriers to success and progress toward results
• Serves as the subject matter expert for service excellence, maintaining an active understanding of current thinking and innovative interventions / programs regarding the patient experience both locally, nationally, and internationally
  o Monitors national CAHPS and patient experience trends and federal requirements
  o Identifies how top performing hospitals identify & maintain success
  o Creates and monitors service standards for patient relations
• Coaches leaders and staff for improved results and execution of best practices and chosen strategies
- Responsible for management and oversight of JHM Service Excellence Department budget, Bayview Medical Center Service Excellence budget and the JHM Patient Relations budget. Total dollars exceed 3M annually.
- Supervises the JHH Service Excellence department. Supervises the Director of The Johns Hopkins Hospital Patient Relations Department. Dually supervises lead SE person at each entity (15 FTEs: 13 JHHS SE & PR plus 2 JHBMC)
- Negotiates with vendors regarding the patient satisfaction measurement process & is the primary contract owner for patient satisfaction survey tools.

**COMPENSATION**

A market competitive and attractive compensation package will be offered. Comprehensive benefits are provided.

**NON-DISCRIMINATION**

Our client and The Buffkin Group firmly support the principle and philosophy of equal opportunity for all individuals, regardless of age, race, gender, creed, national origin, and disability, veteran status of any other protected category pursuant to applicable federal, state or local law.

**CONTACT**

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