



Commonwealth Healthcare Corporation

Commonwealth of the Northern Mariana Islands

1178 Hinemlu' St. Garapan, Saipan, MP 96950



HUMAN RESOURCES

EXAMINATION ANNOUNCEMENT NO. 25-060

POSITION:	Patient Relations Coordinator & Privacy Officer	OPENING DATE:	<u>04/28/2025</u>
NO. OF VACANCIES:	1	CLOSING DATE:	<u>05/09/2025</u>
SALARY:	\$38,000.00 P/A		
PAY LEVEL:	UNGRADED		
LOCATION:	<i>The salary given will be determined by the qualifications of the appointee.</i> Corporate Quality and Performance Management, Commonwealth Healthcare Corporation, Saipan		

NATURE OF WORK

The incumbent serves as the Patient Relations Coordinator & Privacy Officer (PRC&PO) within the Commonwealth Healthcare Corporation (CHCC). This position covers patient advocacy with a variety of difficult and/or complex patient concerns, issues and contacts for the healthcare facility with the goal of providing resolution through the use of evidence-based processes for data collection, analysis and implementation for a meaningful data report. Furthermore, the incumbent will develop, manage, and implement processes pertaining to Health Insurance Portability and Accountability Act of 1996 (HIPAA) and ensure the Commonwealth Healthcare Corporation's compliance with access to and use of Protected Health Information (PHI), Centers for Medicare Service (CMS), Hospital Conditions of Participation (CoP) regulations such as Patient Rights and other related privacy and security regulations and standards. Incumbent also promotes patient and staff engagement to meet the organization's strategic goal related to Patient Experience and Patient Satisfaction.

DUTIES:

Complaint Resolution (30%)

- PRC&PO is primarily responsible for complaint resolution with service recovery, receiving compliments, working with affected departments to help resolve issues and concerns and communicating with patients about their experiences of care.
- Facilitates the Patient Rights and Grievance Committee. Responsible for meeting preparation and producing outcome reports in a timely manner including final resolutions, data capture, trend analysis of issues and complaints, and communication of trends to facility leadership to help drive system improvements.
- When a complaint is identified, the incumbent explores all avenues in order to properly identify the nature and scope of the problem and to initiate appropriate action to expedite a resolution.
- Due to circumstances or sensitivity, may be asked to independently resolve the most difficult and complex complaints, expedite services, and implement necessary corrective measures within established facility policies.
- Reviews appropriate documentation and records and discusses with personnel or witnesses regarding any practice that appears to violate the patient's rights, or which cause unnecessary discomfort or embarrassment to patients, their family, or the health care facility and reports such findings with recommendations for improvement to the Patient Safety/Risk Management Coordinator.

Data Analysis/System Improvement (10%)

- Ensures policy and requirements are met by collecting, analyzing, and evaluating relevant data, and preparing meaningful reports based on that data collection of patient relations/privacy activities.

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- Identify the elements of clinical or administrative practices which contribute to or create an atmosphere for patient dissatisfaction and recommend appropriating official changes which will reduce or eliminate substantiated complaints.
- The incumbent presents patient issues and data at various facility meetings and committees. Incumbent provides trends of patient inquiries at service and facility levels.
- Monitors and track patient complaints and grievances.

Relationship Management (30%)

- Leads customer experience survey implementation, analysis and reporting for CMS Inpatient Medicare Survey-Hospital Consumer Assessment of Healthcare Provider & Systems (HCAHPS).
- Must maintain a professional attitude of taking a negative experience and turning it into a positive, memorable experience for patients and employees.
- Serves as the liaison between the Facility, patients, staff, and the community, ensuring Patient Rights and Responsibilities, advocacy, and services are available.
- Work directly with clinical health care teams and management to facilitate resolution to problems beyond the capability of front-line staff and participate in resolution of system problems by presenting the patient's perspective of the problem and the desired resolution.
- Assists patients, their families and representatives, and facility staff members in recognizing and removing institutional barriers to the provision of optimum health care to patients.
- The Patient Advocate maintains a strong and consistent focus on Complaint Resolution which must always be accompanied by attempts at Service Recovery.
- Works closely with quality team to identify, train, and consult with hospital leaders and front-line staff, in resolving issues on first contact within their service area.

Privacy Officer (30%)

- Builds a strategic and comprehensive privacy program that defines, develops, maintains and implements policies and processes that enable consistent, effective privacy and information security practices which minimizes risk and ensure the confidentiality and availability of information is owned, controlled, and processed within CHCC. Serve as the internal subject matter expert on HIPAA, maintaining current knowledge of HIPAA laws and regulations and any other applicable federal and state privacy laws or regulations.
- Safeguards privacy data/sensitive policy-making data against unauthorized disclosure.
- Plays an active role during CMS survey visits, facilitates Plan of Corrections that involve Patient Rights related to privacy and security of PHI, Complaints/Grievance and other related matters.
- Establishes an ongoing process to track, investigate and report inappropriate access and disclosure of PHI.
- Evaluates existing policies and procedures for HIPAA compliance by performing risk assessments. Ensures strict adherence by all staff with access and use to PHI.
- Collaborates with plan management, administration, and legal counsel to identify and address privacy policies and procedures that require improvement.
- Participate in the Medical Records Committee or as assigned by CQPM Director and reports on changes in applicable laws and regulation.
- Develops and assists with implementation of new and updated policies and procedures with training as needed.
- Performs other duties as assigned.

QUALIFICATION REQUIREMENTS:

Education: Any combination equivalent to a Bachelor's degree in Human Resources/Business Management, healthcare, information security or other related degrees in field, or the equivalent experience in health care compliance, privacy, and security.

Experience: One (1) year customer service/healthcare experience.

Licenses/Certifications: Recommended certifications in patient advocacy of healthcare privacy, security or compliance (e.g. CHPS, HCISPP, HCO, CHC, CPHC, SHRM-CP or SHRM-SCP preferred).

Other: Compliance with the mandatory seasonal influenza vaccination and adherence to all other organizational requirements.

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KNOWLEDGE/SKILL/ABILITIES:

- Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- Knowledge and experience in state and federal information privacy and security laws, including but not limited to HIPAA.
- Knowledge and experience in state and federal information security laws, including but not limited to HIPAA, including NIST, PCI and all other applicable regulations.
- Conflict resolution-Project management and coordination
- Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Demonstrated organization, facilitation, written and oral communication, and presentation skills.
- Strong analytical skills. Attention to every detail.
- Highest degree of credibility, integrity and discretion.
- Comfortable working independently and able to effectively manage large, complex projects through their entire life cycle with minimal supervision.
- Comfortable assessing complex facts that may not lead to a black or white answer.
- Skill in organizing resources and establishing priorities.
- Proficient in federal and state laws.
- Proficient in health information systems and computer literacy.
- Customer service — resolve complaints, handle incidents, handle grievances.
- Computer literacy-Intermediate to advance skills in project management, Microsoft office, relevant adobe products, policy management, use of data management software
- Ability to function as a preceptor and train employees, to include organizing, prioritizing and scheduling work assignments.
- Ability to make evaluative judgments.
- Ability to interact with all levels of management.
- Ability to explain and present complex information clearly and thoroughly.
- Ability to prioritize and plan work independently.
- Team engagement and open communication, as well as the ability to forge close working relationships throughout CHCC will be paramount.
- Ability to create, manage, and implement policies and procedures.
- Ability to assist the department with office activities such as moving or lifting supplies/furniture and maintenance of office files.

CONDITIONAL REQUIREMENTS:

Employment is contingent upon successful clearing of pre-employment health screening and drug screening in accordance with CHCC policy.

OTHERS:

This position is a Full-Time employment status and requires at least 40 hours per week. This position is “**Non-Exempt**” or is eligible to receive overtime compensation pursuant to the Fair Labor Standards Act (FLSA) of 1938 Federal Law. Regular operating hours of the Commonwealth Healthcare Corporation will be Monday to Friday from 7:30am to 4:30pm. This work schedule however is subject to change with or without notice based on the Employer’s business requirement and/or by the demands of the employee’s job. This position is paid on a bi-weekly basis (2-week period). CHCC adheres to all applicable deductions such as C.N.M.I. Tax, Federal Tax, Medicare and Social Security.

Note(s):

- *Three-fourths 20 CFR 655, Subpart E: “Workers will be offered employment for a total number of work hours equal to at least three fourths of the workdays of the total period that begins with the first workday after the arrival of the worker at the place of employment or the advertised contractual first date of need, whichever is later, and ends on the expiration date specified in the work contract or in its extensions, if any.”*

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•*Employer-Provided Items 655.423(k): Requires Employer provide to the worker, without charge or deposit charge, all tools, supplies and equipment required to perform the duties assigned.*

INTERESTED PERSONS SHOULD SEND THEIR CURRENT APPLICATION FORMS TO:

Office of Human Resources

Commonwealth Healthcare Corporation

1178 Hinemlu' St., Garapan, Saipan, MP, 96950

Operation Hours: Monday Through Friday 7:30 AM – 4:30 PM and CLOSED on weekends/holidays.

Employment Application Forms will be available 24/7 at the employer's hospital facility's Main Cashier Office (entrance/exit point for all)

E-mail: apply@chcc.health

Direct Line: (670) 234-8951 ext. 3444/3410/3427/3583/3584

Trunk Line: (670) 234-8950

Fax Line: (670) 233-8756

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***Note:** Education and training claimed in Employment Application must be substantiated by diploma, certificate or license. Failure to provide complete application form or the required documents will result in automatic disqualification.*