

Novant Health Patient Services/Patient Advocacy Position Description

Internship Site: Novant Health- Patient Services, 108 Providence Road, Charlotte, NC 28207 (Remote)

Preceptor/Supervisor: Candace Williams, director patient advocacy and health humanities,

cwilliams@novanthealth.org

Mission: Novant Health exists to improve the health of our communities, one person at a time.

Vision: We, the Novant Health team, will deliver the most remarkable patient experience, in every dimension, every time. Learn more about how we are making healthcare remarkable.

Intern: Patient Services/Patient Advocacy

Position Description:

- 1) Work directly with various leaders within patient services taking on projects and other duties as assigned. Projects may be related to these and/or other areas: advance care planning, bioethics, patient partnership, language and cultural services, spiritual care, guest services, volunteer services, health humanities, patient advocacy.
- 2) Work in the area of patient advocacy on setting the groundwork to expand the *Community Voice* in-person patient family advisory councils to include an electronic group and participation in committee work and policy review
- 3) Work in the area of health humanities to further develop a strategic plan to improve the strength and effectiveness of the *Community Voice* patient family advisory councils
- 4) Work in the area of health humanities to further develop the health humanities program

Learning Objective

1. Learn how to develop a strategic plan and operationalize it
2. Learn why including the voice of patients and families is important and how health systems do this
3. Increase knowledge of patient advocacy by understanding how to put the needs of the community first through different techniques to ensure that the patient will have an equitable experience

Skills required:

Internship will involve delivering the most remarkable patient experience, in every dimension, every time, and understanding how one contributes to the health system's vision of achieving its commitment to patients and families. This intern will support the implementation of strategic opportunities to drive patient advocacy and patient services initiatives across the organization. Intern will work to create/update various documents including presentations, FAQs and surveys. Intern will research and develop plans for various ideas under development. Intern must embrace teambuilding and possess interpersonal relationship skills. Intern must be comfortable working in settings that present vague project parameters and capable of identifying tangible outputs to reach project implementation. Strong coordination, organizational, written and computer skills. Excellent communication skills with people of diverse backgrounds in difficult situations while being able to present ideas verbally and in writing. Ability to function effectively in an environment with multiple and fluctuating priorities; successfully manage multiple priority projects simultaneously. Ability to handle sensitive personal health information with consideration and confidentiality and respect. Knowledge of healthcare environment as it relates to customer service, physicians, medical group practice, ancillary services and insurance/managed care.