

Physician Patient Experience Leader

Baystate Health, a Truven® Award-winning healthcare system in Western Massachusetts and home of the University of Massachusetts Medical School-Baystate, is searching for a dynamic, clinically active, and board certified physician to fulfill the role of Physician Patient Experience Leader. Baystate Health is committed to lead the way toward the highest level of patient and family satisfaction. This position will serve as the physician champion leading the strategy of a patient-centered approach for the system.

The opportunity features:

1. Newly developed position with unlimited opportunities to build an infallible culture of patient excellence throughout the physician enterprise.
2. Create unified teams throughout the organization of providers dedicated to total patient experience, breaking down silos to achieve a culture of excellent service through the continuum of care.
3. Work strategically with providers and service line leadership to develop protocols and processes to improve patient satisfaction throughout the organization.
4. Become a part of a well-established Patient Experience team and collaborate with the director of Patient Experience to accomplish unified goals.

The Physician Patient Experience Leader will report to the President - Baystate Medical Center & SR Vice President Hospital Operations for Baystate Health, in collaboration with the President, Baystate Medical Practice & Chief Physician Executive, Baystate Health. This role will offer 50% protected time for the leadership role, with an expectation of 50% clinical practice. The position will offer a University of MA Medical School Baystate faculty appointment commensurate with experience. This role will advance concepts of performance excellence and patient experience, creating a physician enterprise culture and standard of care that builds upon the system's excellent clinical outcomes, improves patient satisfaction, increases physician engagement and retention, and elevates patient experience as a BH competitive advantage.

Ideal candidates should be comfortable in an academic setting and have the competency and leadership style to develop infrastructure and foster a culture of patient experience excellence to lead change throughout the organization, ability to develop and maintain curriculum for onboarding of new providers related to patient experience, to be well respected by peers, and have a proven track record of patient excellence. Candidates should have proven credibility in collaboration, conflict resolution, follow-up, ability to execute, and are comfortable interacting with their peers and with patients and families, act as a resource and mentor across the organization, ability to communicate with the executive leadership team, and committed to being a change agent.

Baystate Medical Center (BMC) has been awarded a PRC Achievement Award for the Acute Care for Elders (ACE) Pilot, as well as achieving a 4 star Inpatient Overall Quality of care award. BMC achieved elite distinction as one of 34 "High Performing" hospitals in America from US News & World Report in 2015 and was also recognized as the #5 overall "Major Teaching Hospital" in Thompson Reuters. BMC is known for nursing excellence, and for the third year in a row have achieved Magnet hospital designation. Baystate Health consistently ranks among the nation's top hospitals and healthcare organizations. As a not-for-profit, mission-driven, integrated health system, Baystate Health serves a population of more than 750,000 people in communities across western Massachusetts. Patient-centered care is at the core of Baystate Health's culture. We are

committed to hiring clinicians who value a culture of compassion and appreciate diversity—while delivering a higher state of caring.

For more information, please contact:

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Or visit us online at <http://www.choosebaystatehealth.org/px/elam>

Baystate Health is an Equal Opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, marital status, national origin, ancestry, age, genetic information, disability, or protected veteran status.