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**Job Title:** Patient Experience & Quality Assurance Specialist  
**Job Number:** 16NSH96840  
**Location:** Newark (Northern New Jersey)  
**Facility:** University Hospital  
**Department:** Patient Experience  
**Status:** Regular Full-time  
**Salary Range:** YS-25S: \$59,012.00 - \$70,528.00 - \$82,042.00

Qualifications: Bachelor's Degree in Healthcare Management, Business, Communications or a related field required. Master's Degree preferred. Five (5) years of professional experience in Healthcare Management, Customer Service, Communications or related work required. Experience with HCAHPS, CMS and patient satisfaction surveys preferred. Project management experience a plus. Demonstrated proficiency with Microsoft Office (e.g., Excel, PowerPoint, Word, Access) required. Must possess strong analytical and organizational skills, and the ability to work independently and with a team. Excellent communication and interpersonal skills required.

Responsibilities: Under the leadership of the Chief Experience Officer, the primary purpose of the Patient Experience/QA Specialist is to assist in the design and implementation of initiatives that fulfill the mission of University Hospital to promote a culture of patient-centered care which emphasizes outstanding service and compassion. Represents the voice of the patient and collaborates with departmental directors and staff to ensure that all patient experiences at University Hospital embody the highest degree of service and quality of care. Collects, tracks, trends, distributes and communicates patient experience data, and participates in education and training of staff on best practices. Partners with the Legal Department in handling matters which may affect the hospital's risk management program and potential litigation.

New Jersey First Act/Residency Law:

Employment at UH is subject to the provisions of New Jersey First Act/ Residency Law which mandates new employees, who are not New Jersey residents, to establish primary residence in New Jersey within one year of their appointment, unless their position is on the exempt list or they successfully petition for exemption based on critical need or hardship. Additional information on this act is available at <http://www.umdnj.edu/hrweb/residencylaw-faq.htm>.

University Hospital offers a competitive salary & comprehensive benefits package including on-site fitness center & child care. Affirmative Action/Equal Opportunity Employer, M/F/D/V. For more information, visit [www.uhnj.org/hrweb](http://www.uhnj.org/hrweb).

