

PATIENT ADVOCATE**Nature of Work**

Under general supervision, performs full-journey advocacy work in state-operated health care facilities to promote compliance with the laws, rules and regulations governing patient rights. Serves as liaison between the patient and the family and/or community agency to ensure patient rights are upheld. Performs related work as required.

Examples of Work

- Monitors compliance with applicable federal and state statutes, rules and regulations regarding patients' rights.
- Monitors implementation of treatment as described in patients' individualized treatment plans.
- Acts as an intermediary between the facility and the patient.
- Compiles and maintains detailed written records and reports regarding patients' complaints.
- Responds independently to referrals and complaints regarding patients' rights.
- Coordinates inquiries and investigations into allegations of patient abuse, neglect or other patients' rights violations.
- Assists in referring patients to appropriate services (i.e., vocational rehabilitation, legal counsel, etc.) and resources (i.e., Social Security, Medicaid, etc.).
- Promotes the successful resolution of patient versus facility conflicts, both formally and informally; resolution of such complaints may require appealing decisions or actions which have an adverse impact on the patient to the agency head and beyond, if necessary.
- Recommends new or the revision of patients' rights policies and procedures.
- Provides technical assistance and consultative services to both staff and patients regarding compliance with patient rights and recommends appropriate improvements in patient care and treatment procedures.
- Organizes and conducts educational programs explaining patients' rights and their implications to patients and staff.
- Serves as liaison between the patients and other advocate groups and individuals.

Knowledge, Skills and Abilities

- Knowledge of professional advocacy/patients' rights methods, practices and procedures.
- Knowledge of applicable federal and state patients' rights, (i.e., civil rights, human rights, etc.) legislation, rules and regulations.
- Knowledge of patients' rights policies and procedures of the Department of Health and Human Resources.

PATIENT ADVOCATE (CONT'D)

Knowledge, Skills and Abilities (cont'd)

- Knowledge and understanding of legal issues relating to patients' rights and the policies, procedures and practices concerning the patient care and treatment.
- Ability to interpret and apply the laws, rules and regulations relating to patients' rights to a wide variety of health care settings.
- Ability to conduct personal interviews and investigations.
- Ability to gather, organize, analyze and interpret information and documentation in conducting patients' rights violation inquiries or investigations.
- Ability to prepare thorough and accurate reports of the result of inquiries and investigations.
- Ability to communicate effectively and establish effective working relationships with staff, patients, family members, patient advocacy groups, and the general public.
- Ability to deal effectively with conflict and to pursue a means of resolution.

Minimum Qualifications

- TRAINING Graduation from an accredited four-year college or university with a major in social work, psychology, sociology, nursing, or behavioral health field.
- EXPERIENCE One year of professional service in a health or behavioral health institution.

Established: 8/20/92
Effective: 9/16/92