



DIVISION SCOPE OF SERVICE

Division: CAPITAL

Classification: PATIENT EXPERIENCE MANAGER

Applicant Name:

Patient Experience Manager:

The Patient Experience Manager must have equivalent qualifications, competence and function in the same role as employed individuals performing the same or similar services at the facility.

Definition of Care or Service:

The Patient Experience Manager will be responsible for the entire patient experience in relationship to clinical nutrition and dining services within a healthcare environment. They will coordinate with other department professionals to deliver an exceptional patient experience and achieve identified nutritional outcomes. They will also promote health and wellness throughout the hospital system and the community in which the health system is located. As a leader on the dining services team, this person will be the catalyst for change.

- Acts as a liaison between patient care and dining services by fostering and developing client, nursing and interdisciplinary staff relationships; participates in multidisciplinary committees to advocate for nutrition related programs and procedures.
- Oversees patient services and clinical staff, including hiring, training, and completing annual evaluation
- Manages dining service delivery, completes meal rounds and test trays to ensure correct temperature and customer service standards are met
- Manages clinical nutrition protocols, policies, and develops clinical QA's for process improvement to ensure patient satisfaction and quality of patient care
- Ensure patient documentation is up to standards per the Academy of Nutrition Dietetics standards
- Develops QA projects to identify and correct customer service or delivery gaps and communicates outcomes to appropriate team members and committees
- Integrates guest dining services into patient care model, service and treatment
- Demonstrates Clinical and Service excellence behaviors to include code of HCA Healthcare conduct core fundamentals in daily interactions with patients, families, co-workers and physicians.

Setting(s):

- Healthcare facilities including but not limited to hospitals.

Supervision:

- Direct supervision by the food service management company.
 - Indirect supervision by the hospital leader who is responsible for food and nutrition services.

Evaluator: Dining Service Director

Tier Level: 2

eSAF Access Required: Yes

Qualifications:

- High School diploma/GED or higher
- Credentialed with the Commission of Dietetic Registration as one of the below:
 - Registered Dietitian (RD)

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- Registered Dietitian Nutritionist (RDN)

- Serve Safe certified or completion of Serve Safe certification within 6 months of hire.

NOTE: Where education may not be defined in qualifications area of the Scope, HCA Healthcare requires the highest level of education completed (not training or courses) confirmed on your background check.

State Requirements:

States that require Licensure or Certification	States that do not require Licensure or Certification
CAP: KY; IN; NH	CAP: VA

Experience:

- Must have 3+ years in healthcare clinical and/or operational experience

Competencies:

The Dietitian will demonstrate:

Nutrition Assessment

- Assesses anthropometric measures that may include height, weight, BMI, growth pattern and weight history
- Assesses laboratory data, medical tests, and procedures
- Assesses findings from nutrition-focused physical assessment
- Assesses food and nutrition-related history, including food and nutrient intake, food and nutrient administration, medication and dietary and herbal supplement use and other factors that influence intake
- Assesses current and past information related to personal, medical, family and social history
- Identifies and uses comparative standards to estimate nutrient needs as well as body weight, BMI, and desired growth patterns

Nutrition Diagnosis

- Derives the nutrition diagnosis from the assessment data
- Prioritizes and classifies the nutrition diagnosis (es)
- Documents the nutrition diagnosis using standardized language and written statement(s) that include problem (P), etiology (E), signs and symptoms (S) (PES statement (s))
- Re-evaluates and revises nutrition diagnosis (es) when additional assessment data becomes available.

Nutrition Intervention

- Plans the nutrition intervention/plan of care in collaboration with patient/client, caregivers, interdisciplinary team, and other health care professions
- Bases intervention/plan of care on best available research, evidence-based guidelines, policies, program standards and best practices
- Determines patient/client-centered plan, goals and expected outcomes
- Develops and documents the nutrition prescription
- Implements the nutrition intervention/plan of care
- Uses standardized language for documenting nutrition interventions
- Adjusts nutrition interventions/plan of care strategies, if needed, as response occurs

Nutrition Monitoring and Evaluation

- Selects the nutrition care outcome indicator from the standardized Assessment, Monitoring and Evaluation Terms
- Assesses patient/client understanding and compliance with nutrition intervention/plan of care



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- Determines whether the nutrition intervention/plan of care is being implemented as prescribed
- Evaluates progress or reasons for lack of progress related to problems and interventions
- Evaluates the effectiveness of the nutrition intervention/plan of care
- Compares monitoring data with nutrition prescription/goals or reference standard (criteria)

Demonstrates Competency in provision of nutrition care for patients in the indicated age groups:

- Neonate/Infant (Birth to 12 months)
- Pediatrics (13 months to 12 years)
- Adolescents (13 – 17 years)
- Adults (18 – 64 years) □ Geriatric (65 and >)

Demonstrates Competency in provision of nutrition care for patient populations with specified medical conditions or for specified cultural groups:

- Nutrition Support
- Cardiovascular Disease
- Organ Transplant
- Renal Disease
- Oncology
- Diabetes Management
- Behavioral Health
- Cultural Group (_____)

Professional Performance: Quality in Practice

- Complies with applicable laws and regulations related to his/her area of practice
- Performs within individual and statutory scope of practice

Professional Performance: Competence and Accountability

- Assumes accountability and responsibility for actions and behaviors
- Engages in evidence-based practice and utilizes best practices

Provision of Services

- Contributes to or leads in development and maintenance of programs that address needs of the customer
- Executes programs in an organized, collaborative and customer-centered manner

Application of Research

- Utilizes best available research as the foundation of evidenced-based practice

Professional Performance: Communication and Application of Knowledge

- Demonstrates critical thinking and problem-solving skills when communicating with others
- Selects appropriate information and most effective method when communicating information and conducting nutrition education and counseling
- Guides patients/clients, students and interns in the application of knowledge and skills

Professional Performance: Utilization and Management of Resources

- Uses resources effectively and efficiently
- Participates in activities to improve patient/customer, client and employee satisfaction
- Infection Prevention
 - Practices consistent hand hygiene
 - Uses personal protective equipment (PPE)



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- Required immunizations per Division requirements
- Complies with isolation precautions

References:

New Hampshire Licensee Lookup:

<https://www.oplc.nh.gov/licensee-lookup/index.htm>

Indiana Search for a License:

<https://mylicense.in.gov/everification/Search.aspx>

Kentucky Department of Professional Licensing

http://oop.ky.gov/active_lic_dir.aspx

The Academy of Nutrition and Dietetics, Commission on Dietetics Registration

<https://www.cdrnet.org/state-licensure-agency-list>

Commission on Dietetics Registration: <https://www.cdrnet.org/state-licensure>

Document Control:

- Created 8/26/2020

Your signature confirms you will be able to comply with the Qualifications and Competencies listed within this Scope of Service and that you will confirm education via your background check.

Applicant Printed Name: _____

Signature: _____

Date: _____