

Associate Director of Patient Relations - Clinical Affairs,
School of Dental Medicine
Tufts University

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Posted Dec. 1, 2020, set to expire Apr. 15, 2021

Job Title Associate Director of Patient Relations - Clinical Affairs, School of Dental Medicine

Department

Institution Tufts University
Boston, Massachusetts

Date Posted Dec. 1, 2020

Application Deadline Open until filled

Position Start Date Available immediately

Job Categories Associate/Assistant Director

Academic Field(s) Health Services

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Job Description

Associate Director of Patient Relations - Clinical Affairs, School of Dental Medicine - (20001681)

Description

Tufts University School of Dental Medicine (TUSDM) offers one of the most forward-looking educational environments in dental medicine in the country. Since its founding in 1868, TUSDM has been committed to leadership in education, patient care, research, and community service. Students obtain an interdisciplinary education, integrated with medicine, with access to training in dental specialties. Clinics managed at TUSDM provide quality comprehensive care to more than 20,000 individuals annually. Nationally and internationally, the school promotes health and educational programs and researches new procedures, materials, and technologies to improve oral health.



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The Associate Director, Patient Experience works with TUSDM leadership to create a patient-centered culture, resulting in TUSDM being recognized as a leader in providing outstanding health experiences for our patients. The position is responsible for the leadership, design and implementation of initiatives to foster outstanding service. This position works to identify areas for improvement and is accountable for supporting efforts that enhance performance in these areas. This position is also responsible for the oversight of the patient relations program for TUSDM and serves as the subject matter expert for service-related activities at the organization. The Associate Director, Patient Experience ensures timely and complete responses (that adhere to applicable regulations) to patient complaints through the supervision of the Patient Registration Coordinators. The Associate Director, Patient Experience demonstrates a commitment of quality service to our patients and their families, the community, and all relevant internal and external constituencies.

Qualifications

Basic Requirements:

Holds a Four-year Baccalaureate degree, advanced degree preferred.

Preferred Qualifications:

Training in conflict resolution a plus.

An employee in this position must complete all appropriate background checks at the time of hire, promotion, or transfer.

Equal Opportunity Employer – minority/females/veterans/disability/sexual orientation/gender identity.

Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Contact



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