

DEPARTMENT: Partner and Community Relations
STATUS: Exempt; Salaried
EXPOSURE RISK: Category II
SALARY GRADE: 23
REPORTS TO: Partner Relations and Donor Family Aftercare Manager
SUPERVISES: N/A

GENERAL JOB FUNCTION

The role of the Hospital Liaison is to build and strengthen hospital relationships at all levels, increase acceptance for organ, eye and tissue donation, create invested donation advocates, provide education and training to enhance the donation process within hospitals, and partner to achieve hospital donation program outcomes. Works closely with colleagues across the organization to ensure seamless, comprehensive, and consistent partner service to hospitals. Aligns daily activities with the strategic and operational goals of the organization.

JOB DUTIES AND RESPONSIBILITIES

Establish, strengthen and maintain effective relationships as the key contact for organ, eye and tissue donation with assigned hospital partners.

1. Provide timely, effective and ongoing customer relationship management to defined hospital partners and their respective representatives ensuring respectful, solution oriented communication and service for successful donation process.
2. Continually seek opportunities to further enhance the effectiveness of the position with hospital partners.
3. Maintain current hospital profiles and timely recording of activities and interactions in databases.
4. Secure and/or maintain LifeSource organ, eye, and tissue donation agreements with hospitals. Engage with Program Development Manager as necessary in executing conversations with key decision makers.
5. Engage in requesting, reviewing and responding to hospital partner surveys and other feedback.
6. Partner with the Director of Transplant Center Relations to support transplant center(s) as applicable by providing education and connection to donation.
7. Lead in sharing best practices related to hospital relationships for the purpose of ensuring seamless service to partners.
8. Strategically assess and proactively respond to individual hospital team member needs in areas including the donation process, quality assurance, donation policy development and revision, and shared mutual feedback.
9. Foster collaboration, communication, and collegiality with LifeSource colleagues for the purpose of fully supporting the donation process. Serve as an internal resource to team members for the purpose of ensuring seamless service to assigned hospital partners.
10. Collaborate with colleagues to execute successful donor family and ambassador events and activities, including driving effective utilization of LifeSource ambassadors for education opportunities.
11. Assist and collaborate in responding to and providing effective support to Medical Examiner, Funeral Home, and Coroner partners.
12. Regional Liaisons will assist Lead Partner Liaison for Medical Examiner, Funeral Home and Coroner relationships in responding to and achieving strategic plans for key accounts in their areas.

Drive acceptance and support for donation by defining, updating, and maintaining donation system documentation.

1. Work collaboratively with hospital leaders, administration, management, physicians and hospital team members to build comprehensive donation systems to clearly identify policies, procedures and resources.
2. Promote best practices and serve as an expert resource on organ, eye and tissue donation processes, thereby fostering collaboration and hospital ownership of their donation program.

3. Work with appropriate hospital team members to identify, develop and implement systems to facilitate key components consistently for an efficient organ, eye, and tissue donation process.
4. Work in collaboration with hospital teams to achieve compliance with all appropriate regulatory requirements.
5. Round regularly on hospital units, including emergency department, at key hospital accounts.

Market, develop and provide education and training, in collaboration with Education and Training Developer, to promote excellence in donation.

1. Identify, develop, and implement education in collaboration with hospital administrators, physicians, medical team members and other health care professionals, including certified designated requesters.
2. Provide regularly scheduled donation education tailored to the needs of specific care team members and all hospital staff.
3. Educate and promote acceptance of Donor Management Orders and/or Catastrophic Brain Injury Guidelines.
4. Provide real time donation case education and consultation with involved hospital team members, in particular Certified Designated Requesters.
5. Conduct referral follow-up, internal comprehensive debriefs and hospital after action reviews.
6. Adjust schedule as needed to attend meetings or conduct training for all appropriate hospital shifts.
7. Engage, with authority, with external partners to manage and resolve complexities within the donation process.
8. Professionally engage in representing hospital donation program needs, market trends and physician engagement expectations when providing information, support, presentations, education or collaboration to the LifeSource CEO, Board of Directors, subset Clinical Policy Board, and external physicians to drive opportunities to maximize organ, tissue and eye donation programs.

Utilize data analysis and strategic planning to achieve growth in donation.

1. Develop, implement, evaluate and execute strategic plans created in accordance with hospital and LifeSource donation goals.
2. Participate in data gathering and analysis of referral information and hospital donation programs, conveying data to targeted audiences to improve donation process and outcome measures.
3. Execute timely medical record review responsibilities for assigned hospitals.
4. Collaborate with the Data and Business Analyst to ensure understanding of relevant statistics, e.g., referral, authorization, and conversion rates.

STANDARD RESPONSIBILITIES

1. Perform work while demonstrating a commitment to excellence and performance improvement.
2. Update clinical and administrative documentation, including electronic systems, with accurate, real-time, appropriate information according to established practices and procedures.
3. Represent LifeSource in a professional manner with both internal and external customers, ensuring professional appearance and communication.
4. Participate in all appropriate meetings, in-person, on-site, or remote, as defined by leader.
5. Routinely share feedback, solutions and ideas to leadership, including identification of training needs.
6. Exhibit outstanding clinical, customer service and collaboration skills as required by position.
7. Maintain confidentiality and respect of information obtained within purview of position, as defined by policy and procedure expectations and in accordance with HIPAA.
8. Demonstrate LifeSource Values in work behaviors and actions.
9. Actively participate on assigned committees, work groups and project teams.
10. Execute job responsibilities in accordance with established Standard Operating Procedures (SOPs), Policies (POL), and practices as trained.
11. Perform other duties as required and assigned by leader.

QUALIFICATIONS

1. Requires a combination of education and experience equivalent to 7 years of experience in a multi-level healthcare setting.
2. Proven successful demonstration in building new and existing business relationships using consultative skills and value proposition methodology.
3. Detail oriented and highly organized with a desire to improve processes, take initiative and solve problems.
4. Excellent critical thinking and analytical skills to confidently execute reasonable and sound decision making.
5. Strong communication and interpersonal skills including effective written correspondence, active listening and professional customer service response at all levels.
6. Demonstrated interpersonal savvy capabilities, building, maintaining, motivating, influencing and achieving cooperation with both internal and external relationships.
7. Strong working knowledge of Microsoft Office applications.
8. Proven skills and competence in using technology-based devices and mobile tools such as personal computers and related software, electronic medical record systems, mobile phones, and other mobile devices.
9. Demonstrated ability to exhibit a high degree of quality, integrity, and honor confidentiality of appropriate information including, but not limited to, personal team member data, organizational operations or work processes, donor and donor family information, contributor details, any financial information and medical or protected health information (PHI) in accordance with HIPAA.
10. Strong working knowledge of Microsoft Office applications.
11. Proven skilled and competent in using technology-based tools such as personal computers and related software, mobile devices and electronic medical record systems as appropriate for position.

WORKING CONDITIONS

1. Able to work a minimum of 40 hours per week with schedule adjusted to accommodate organizational and hospital needs. Occasional evening or weekend work may be required.
2. Must maintain a valid driver license and have reliable personal automobile to be used with company reimbursement using IRS guidelines. Able to travel within the service area (MN, ND, SD) by ground or air.
3. Affected team member in Category II never or rarely have exposure to bloodborne pathogens and do not have a potential for this exposure or handle materials that could spread infection (less than one opportunity per month). However, they have regular interaction with staff in patient or donor areas in a hospital or clinic setting while performing their assigned job duties.
4. Frequently lift objects up to 50 pounds and carry short distances.
5. Must be able to follow and successfully complete category immunization, health screening and background check requirements.

Team Member Statement of Acknowledgement and Understanding

Acknowledgement of this job description is performed electronically via Q-Pulse—the LifeSource document control system. A team member’s electronic signature will represent the following statement of understanding:

I acknowledge that I have received and reviewed the job description for my position and I feel that I can meet the requirements with or without reasonable accommodations. I understand that this job description is intended to describe the general content and requirements of the job and that it is not an exhaustive list of all duties, responsibilities and requirements of this position. Additionally, I understand the general description of the expectations related to work hours and absences, attached herein, are subject to change based on department and organizational requirements. I understand that LifeSource has the right to revise this job description at any time.

PD-0022

Rev 5

Hospital Liaison

The following is a general description of the expectations related to work hours and absences. This is subject to change based on department and organizational requirements.

POSITION EXPECTATIONS

Job Title: Hospital Liaison

Reports To: Partner Relations and Donor Family Aftercare Manager

Exemption Status: Exempt/Salaried

WORK

Work Day: Monday – Friday; Saturday & Sunday partner support as needed

Hours: 0800 – 1700; evenings in response to case activity as needed

Lunch/Breaks: Self-directed

Overtime: N/A

On-Call: N/A

Flexible Hours: Yes

Flexible Location: Yes

Weekends: N/A

Travel: Yes

Mandatory Meetings: All Team Meetings, Department Meetings, other as directed

Meetings:

Shift Relief: N/A

ABSENCE

Planned Absence (*Vacation, Holiday, Leave of Absence, etc.*)

Short-term: Vacation requests via HRIS; Individual requests discussed/honored; Coverage within the department

Long-term: Coverage within the Department

Unplanned Absence (*Injury, Illness, Leave of Absence, etc.*)

Short-term: Coverage within the Department

Long-term: Coverage within the Department

COMMENTS