



**Three Affiliated Tribes
Elbowoods Memorial Health Center**

1251 Elbowoods Loop
New Town, ND 58763-4400
(701) 627-4750 Fax: (701) 627-2809



Job Description

PATIENT ASSURANCE ASSISTANT

EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER

REPORTS TO: Quality Care Director	FLSA STATUS: FT-Regular
DEPARTMENT: EMHC Quality Care	LOCATION: 1251 Elbowoods Loop
SALARY: \$20.00 – \$30.00 DOE/DOQ	OPENING DATE:
CLASSIFICATION: Non-Exempt	CLOSING DATE:

POSITION SUMMARY:

Under the direct supervision of the Quality Care Director, this position is a non-supervisory position located in the Quality Care and Assurance Department of Elbowoods Memorial Health Center, New Town, ND. This position is responsible for assisting the Quality Care Director and develop programs related to improving the patient experience within the healthcare organization. This purpose of this position is to provide a high level of administrative support to the Director in managing reports, deadlines, and program continuity for successful outcomes. This position will work directly and be supervised by the Quality Care Director or designee. This position will assist with the accreditation process and standards for Accreditation Association for Ambulatory Health Care (AAAHC) throughout the Health Centers.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Assist Quality Care Director (QCD) with daily operations in documentation and records archiving to review departmental functions;
2. Under the direction of QCD create Educational Brochures and Handouts for patients and staff to Improve Performance Improvement, Risk Management, Standards of Care, CPR Classes and Infection Control Measures;
3. Develop a new patient program to improve the patient experience and education of the functions of the Tribal Health Care system;
4. Answer Telephone and take messages for departmental functions;
5. Patient advocacy contact with surveys collections in person post clinical experience at all clinic sites for data collection along with compiling for reporting measures;
6. Assist with clerical updates on policies to support AAAHC accreditation;
7. Scheduling meetings and minutes along with assistant duties related to work;
8. Assist with the planning, development, and outreach for healthcare promotional activities in correlation with EMHC departments;
9. Time Keeping Training and other duties in WFG when assigned. Also serve as alternate timekeeper when necessary;
10. Represents EMHC in a highly professional matter;
11. Demonstrates respect and understanding of confidentiality for patients, staff and others according to policy and HIPAA regulation;



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12. Participates in EMHC staff meetings, assigned committees, community events, and other meetings as instructed or deemed necessary;
13. Actively strives to educate the community on the mission, vision and values of EMHC in a positive approach to assist in the growth of the organization and assist our community in its healthcare needs;
14. Adheres to and abides the policies and procedures of the MHA Nation and of the Elbowoods Memorial Health Center;
15. Adheres to the Mission, Vision and Values of the Elbowoods Memorial Health Center;
16. Attend training and maintain certifications as required; and
17. Other duties as assigned.

NOTE: The duties listed are not intended to be all-inclusive. Duties assigned to any individual employee are at the discretion of the appointing authority.

SUPERVISORY REQUIREMENTS:

- Supervisory role does not exist.

COMPETENCIES:

- **Analytical** – The individual synthesizes complex or diverse information;
- **Problem solving** – The individual identifies and resolves problems in a timely manner and gathers and analyzes information skillfully;
- **Verbal/written communication** – The individual speaks clearly and persuasively in positive or negative situations, demonstrates group presentation skills and conducts meetings;
- **Quality management** – The individual looks for ways to improve and promote quality of the department and demonstrates accuracy and thoroughness;
- **Judgment** – The individual displays willingness to make decisions, exhibits sound and accurate judgment and makes timely decisions;
- **Planning/Organizing** – The individual prioritizes and plans work activities, uses time efficiently and develops realistic action plans;
- **Safety and Security** – The individual actively promotes and personally observes safety and security procedures and uses equipment and materials properly.

KNOWLEDGE AND ABILITIES:

Knowledge

- Knowledge of the MHA Nation and Elbowoods Memorial Health Center policy and procedures of personnel administration;
- Knowledge of the organizations and operations of administrative programs.

Abilities

- Ability to develop long-term plans and programs and to evaluate work accomplishments;



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- Ability to apply and adapt practices and techniques to the special requirements of senior management;
- Ability to establish and maintain effective relationships with other management staff, employees, and the public;
- Ability to present facts and recommendations effectively in oral and written form;
- Ability to be punctual, reliable, dependable and able to maintain confidentiality.

MINIMUM QUALIFICATIONS AND EDUCATION:

- Associate's degree; **REQUIRED**
- One (1) year of current work experience in customer service, administration, or healthcare; **REQUIRED**
- Must maintain a CPR certification;
- Must be willing to travel between EMHC clinics;
- Must have excellent communication skills and pay attention to detail;
- Cognitive knowledge, skills, abilities as related to the position;
- Computer literate and basic proficiency with Microsoft Office and other database software. i.e. RPMS/EHR;
- Familiarity with MHA Nation culture, values, and traditions;
- Valid Driver's License and an acceptable motor vehicle record from the North Dakota Department of Motor Vehicle; **REQUIRED**
- Must submit to a Criminal Records Background Check;
- Must submit to an Alcohol/Drug Screen and random testing as per policy.

WORKING CONDITIONS:

- Unless otherwise properly approved, the normal schedule of hours is from 8:00 a.m. to 12:00 noon, and from 1:00 p.m. to 5:00 p.m. CST;
- The work environment and working conditions described here are representative of those that are typical of the job and must be met by an employee to successfully perform the essential functions of this job:
 - Work is performed in an office environment with varying conditions of noise level, temperature, and illumination;
 - Requires eye-hand coordination and manual dexterity sufficient to operate keyboard, computer and other office equipment;
 - Work situations may be stressful and require irregular hours;
 - Potential exposure to blood and other hazardous material, communicable diseases, and other conditions common in a health care environment;
 - Work is performed inside with exposure to unpredictable crisis situations;
 - Shift work may be required;
 - Extensive walking is required since interaction between all disciplines within the health care operations and management is required;
 - Travel may be required to accomplish organizational goals;



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- Reasonable accommodation may be provided to enable individuals with disabilities to perform the essential functions:
 - The individual is regularly required to stand; walk; use hands to handle or feel; reach with hands and arms; and talk or hear;
 - The individual is occasionally required to sit; climb or balance; and stoop, kneel, crouch, or crawl;
 - The individual must regularly lift and/or move up to 20 pounds;
 - Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus;
 - Must be alert, oriented, ability to perform with accuracy and always be self-conscious of surroundings.

Note: The statements herein are intended to describe the general nature and level of work being performed by employees and are not to be construed as an exhaustive list of responsibilities, duties, and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.

Preference will be given to bona fide American Indian applicants in accordance with TAT policies and Federal Indian regulations for such preference.

THE MANDAN, HIDATSA, ARIKARA TRIBES DOES NOT DISCRIMINATE ON THE BASIS OF RACE, COLOR, NATIONAL ORIGIN, SEX, RELIGIOUS PREFERENCE, AGE, HANDICAP, MARITAL STATUS, POLITICAL PREFERENCE, GENETICS, OR MEMBERSHIP OR NON-MEMBERSHIP IN AN EMPLOYEE ORGANIZATION, EXCEPT AS ALLOWED BY THE INDIAN PREFERENCE PROVISION OF THE CIVIL RIGHTS ACT OF 1964, AS AMENDED AND NORTH DAKOTA HUMAN RIGHTS ACT.

PERSONS OF INDIAN ANCESTRY WHO WISH TO CLAIM INDIAN PREFERENCE SHOULD SUBMIT A COPY OF THEIR TRIBAL ENROLLMENT CERTIFICATE INDICATING THE AGENCY ENROLLED.

All interested individuals must submit the following information:

1. Job Application
2. Diplomas/Certificates and Transcripts
3. 2 Forms of Identification: Driver License and/or State Issued ID and 1 Other
4. Indian or Veteran Preference documents (If applicable)

Submit all necessary information to ABR_MNTEMHCrecruitment@ihs.gov & Recruitment@mhanation.com

Supervisor Signature: _____ Date: _____

Employee Signature: _____ Date: _____