



Clinical Complaints Management Consultant

(HPC/MO 4)

During the period of engagement, the Clinical Complaints Consultant will undertake the following:

- Manage the Client Complaints mechanism for clinical complaints in conjunction with the Regional Technical Director
- Any other duties that may arise

JOB PROFILE

Terms of Reference

Job Title:	Clinical Complaints Management Consultant
Reporting Relationship:	Reports directly to the Regional Technical Director
Job Dimension:	No supervisory responsibility. Reports directly to the Regional Technical Director. Liaises with the Chairman, Risk Management Sub-Committee of the Regional Board. Liaises with Senior Medical Officers and senior administrative staff at healthcare facilities in the SERHA as well as the Senior Managerial team at the SERHA
Job Location:	Regional Office
Job Hours:	Part-time (28 hours per week)*
Period of Engagement:	One Year



Specific tasks

- Sensitization of Senior administrative and Technical staff in detecting risk at institutions
- Augment the implementation of Complaints Management system using MOH-approved strategies
 - MUST involve direct interactions with Senior administrative teams to provide technical assistance for implementation and ongoing audits of this system at institutional levels
- Providing technical support to institutions in developing strategies to mitigate against potential risks
- Assist in developing and implementing operational plans to augment patient-related services

Deliverables

- Monthly situational analysis reports
- Stakeholders' consultation reports
- Recommendations and implementation matrix
- Regular progress report of complaints requiring action at institutional and Regional levels
 - Frequency of reports will be dependent on the nature and severity of the patient complaint