

Harbor-UCLA Medical Center
Vacancy Announcement
Registered Nurse II
Grievance Coordinator

Position Summary: Harbor UCLA Medical Center is currently seeking a highly qualified individual to fill the position of Registered Nurse II/ Grievance Coordinator in our Patient Relations Department.

Primary Job Duties:

- Perform timely and thorough review of multidisciplinary and quality of care complaints and grievances concerning clinical, medical and operational areas.
- Work closely with physicians and other leaders to facilitate and develop appropriate responses to grievances in line with TJC, CMS, MCS and other regulatory agencies regulations.
- Develop and follow established protocols for processing and responding to grievances.
- Provide education to staff related to complaint and grievance processes and outcomes.
- Identifies trends, variances, and problems utilizing aggregated data to identify performance improvement opportunities.
- Prepare reports and presentations for hospital leadership related to data collected.

Qualifications:

- A minimum of two years of recent experience working in an inpatient or outpatient medicine/medical-surgical area
- License to practice as a Registered Nurse issued by the California Board of Registered Nursing.
- Current and reachable on the RNII certification list or hold the title of RNII
- Working knowledge of computer and software applications
- Effective interpersonal and organizational skills
- Excellent critical thinking, problem-solving and decision making skills
- Ability to work effectively with a diverse and challenging population

Interested applicants, please submit a cover letter, a current resume, performance evaluation and a copy of time records for the past two years to:

Kay Campbell, RN (kcampbell@dhs.lacounty.gov)

Harbor-UCLA Medical Center
1000 West Carson Street, Box 14

Torrance, CA 90509

Phone: (310) 222-3740 or (310) Pager: 501-1638

Fax: (310) 782-0512

Will remain open until the needs of the service are met

This is not a Civil Service Examination

Equal Opportunity Employer