

**SKILLS FRAMEWORK FOR HEALTHCARE  
SKILLS MAP - PATIENT SERVICE EXECUTIVE**

<b>Sector</b>	Healthcare	
<b>Track</b>	Operations	
<b>Occupation</b>	Patient Service Associate	
<b>Job Role</b>	Patient Service Executive	
<b>Job Role Description</b>	<p>A Patient Service Executive is responsible for overseeing frontline services and department operations. S/He leads the risk and quality management of the department within her/his scope of work and leads the management of the team.</p> <p>S/He may work in various locations such as private and public hospitals, community and primary care settings. S/He may supervise and manage different counters including reception for patient registration, billing and payment as well as patient care.</p> <p>S/He should be independent and meticulous. S/He should possess interpersonal, leadership and problem-solving skills.</p>	
<b>Critical Work Functions and Key Tasks / Performance Expectations</b>	<b>Critical Work Functions</b>	<b>Key Tasks</b>
	Provide frontline services	Liaise with patients and other stakeholders to provide services to patients
		Oversee payment collection procedures
		Manage patients' feedback and enquiries
		Perform service recovery
	Perform department operations	Oversee the operations of service counters
		Manage the deployment of staff
		Administer clinic's appointment resources and slots management
	Perform risk and quality management	Conduct audits that are relevant to patient service associates' scope of work
		Assist in reporting or analysing department's or clinic's statistics and data
		Lead quality improvement projects and initiatives
	Perform risk and quality management	Implement service quality policies and procedures
		Develop work policies, procedures and internal controls
		Supervise downtime procedures

		Evaluate department risks		
		Oversee the execution of designated emergency response tasks		
	Manage team	Evaluate patient service associates' training needs		
		Plan programmes for new and existing patient service associates		
		Conduct training for staff		
		Assist in developing on-the-job training and/or in-service curriculum, required documentation and training manuals		
		Assist in staff dispute management		
		Conduct competency assessments of trainees and staff audits		
		Conduct appraisal of staff		
		Supervise junior staff's professional development		
		Supervise the frontline staff in meeting clinic's daily key performance indicators		
<b>Skills and Competencies</b>	<b>Technical Skills and Competencies</b>		<b>Generic Skills and Competencies</b>	
	Audit Management	Level 3	Decision Making	Intermediate
	Billing Procedures	Level 5	Resource Management	Advanced
	Business Continuity Planning	Level 3	Sense Making	Basic
	Change Management	Level 3	Leadership	Intermediate
	Conflict Management	Level 3	Digital Literacy	Advanced
	Continuous Improvement Management	Level 4		
	Data and Statistical Analytics	Level 3		
	Emergency Response and Crisis Management	Level 3		
	Excellence in Service	Level 5		
	Frontline Services Management	Level 4		
	Infection Control	Level 2		
Management of Stakeholders	Level 2			

	People Management	Level 4, Level 5		
	Professional, Legal and Ethical Healthcare Practice	Level 2		
	Programme Delivery	Level 5		
	Staff Training Facilitation	Level 5		
	Workplace Safety and Health	Level 1		
<b>Programme Listing</b>	For a list of Training Programmes available for the Healthcare sector, please visit: <a href="http://www.skillsfuture.sg/skills-framework/hc">www.skillsfuture.sg/skills-framework/hc</a>			