



The Health Services Authority is responsible for the provision and administration of primary and secondary levels of healthcare services and public health functions for residents of the three Cayman Islands through a 127-bed hospital on Grand Cayman, a 18-bed hospital in Cayman Brac, satellite outpatient clinic in Little Cayman and four District Health Centers on Grand Cayman offering the most comprehensive range of inpatient and outpatient services in a single health system in the Cayman Islands.

We invite applications for the following position:

PATIENT EXPERIENCE MANAGER

Salary range: CI\$85,320 - CI\$114,768 per annum

The Patient Experience Manager is responsible for managing the patient experience and promoting the provision and integration of patient experience efforts and initiatives throughout all Health Service Authority facilities; collaborating with all sections to identify and implement processes to improve the patient experience while supporting the mission and core values of the organization.

Primary Responsibilities: The successful candidate will manage all Patient Experience Officers and Patient Experience Assistants, as well as oversee all activities within the section. This role involves leading, supporting, and coordinating patient experience initiatives across the various departments of the HSA. The candidate will serve as a visible and enthusiastic champion for patient experience, providing leadership in the implementation of improvement initiatives. The role also requires developing innovative and proactive programmes and services that address targeted aspects of patient experience in collaboration with other managers and departments. Additionally, the candidate will develop and implement educational programmes for employees, physicians, and nursing staff focused on patient perceptions of care. The successful candidate will prepare weekly status reports and agendas outlining pending issues for Patient Services team meetings.

Qualifications & Experience: The successful candidate must possess a Bachelor's degree in Healthcare Administration, Nursing, or a related field, along with a minimum of five (5) years of extensive customer care experience. At least three (3) years of supervisory or management experience leading a team is required, and experience managing organization-wide projects and processes is desirable. The candidate must demonstrate strong written and verbal communication skills, as well as excellent organizational and time-management abilities. The role requires the ability to tolerate high levels of stress while effectively managing difficult customers and resolving conflicts. The candidate must consistently demonstrate respect, responsibility, integrity, caring, and excellence, the core values of the HSA, while embracing diversity in religion, race, and culture. Strong analytical and objective problem-solving skills, creativity in achieving timely resolutions, and the ability to work effectively as part of a team are essential. Proficiency in Microsoft Office and other relevant software is also required.

A remuneration and benefits package, commensurate with experience and qualifications will be offered to the successful candidate.

NOTE: Incomplete applications will not be considered. All applicants must complete and submit an HSA Application Form via e-mail to hsa.jobs@hsa.ky using pdf format. Log on to our website at www.hsa.ky to access Application Form and Job Description.

Deadline for post: January 18th, 2026

Committed to Caring for You



Job Description

Job title	Patient Experience Manager	Job Holder	
Reports to	Director of Nursing	Section	Patient Experience Unit

Background Information

The Cayman Islands Health Services Authority (“HSA”) provides and administers health care services and public health functions for residents of the Cayman Islands guided by the organization’s strategic plan and in accordance with the National Strategic Plan for Health.

The Patient Experience Department is responsible for acting as a liaison between staff of the Health Services Authority and patients as well as their relatives. Staff in this section interact with staff and patients in all section units of the Authority including Accident & Emergency, out-patient clinics, in-patient units and District Health Centres. Patient Experience staff advocate on the patient’s behalf to expedite resolution of patient issues.

Job Purpose

To manage the patient experience and promote the provision and integration of patient experience efforts and initiatives throughout all Health Service Authority facilities; collaborating with all sections to identify and implement processes to improve the patient experience while supporting the mission and core values of the organization.

Dimensions

Post holder will be responsible for managing all Patient Experience Officers and Patient Experience Assistant and the activities within the section; leading, assisting and communicating with patient experience activities in all the various departments of the HSA.

Duties and Responsibilities

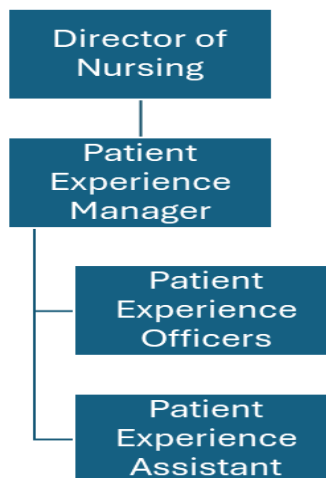
- Serve as a visible and enthusiastic champion, providing leadership for the implementation of patient experience improvement initiatives.
- Develop innovative and proactive programmes and services that address targeted aspects of patient experience in collaboration with other managers and sections.
- Review and analyze patient experience feedback from a variety of sources in order to create appropriate interventions and support patient experience improvement goals.
- Develops and implements educational programmes for employees, physicians and nursing staff on patient perception of care.

- Maintains the database of compliments as well as complaints and their resolution to enable trending and ultimately service improvement.
- Collaborates with the Patient Financial Services team and external agencies to ensure that patients with financial need gain access to the health care services they require
 - Review patient records for acuity and urgency
 - Coordinate access to services as needed
- Prepare weekly status reports and agenda of pending issues for the Patient Services team meeting.

Qualifications, Experience & Skills Requirement

- The post-holder should, at a minimum, possess a bachelor's degree in nursing, Healthcare Administration or other healthcare related field.
- Minimum three (3) years of supervisory or management experience leading a team
- At least five (5) years of extensive customer care experience
- Experience managing organizational wide projects and processes is desirable
- The post-holder must be able to demonstrate respect, responsibility, integrity, caring and excellence, the HSA's core values, transcending the diversity of religion, race and culture as well as the ability to look at patient/customer issues analytically and objectively, and to be innovative in achieving timely resolutions.
- The post holder must demonstrate tolerance for high levels of stress in dealing with difficult customers and conflict resolution skills
- Good command of Microsoft Office and other software
- Strong writing and verbal skills as well as organization and time management skills

Reporting Relationship



Direct reports

The post-holder manages all Patient Experience Officers and Assistants and is available to assist and offer guidance regarding patient-related issues.

Other Working Relationships

The post-holder has a working relationship with clinical staff, section managers, patients and their relatives and friends. The post-holder liaises with the referrals office, cruise ship representatives and

agents, government agencies and departments in order to provide and procure services for patients on an as needed basis.

Decision Making Authority and Controls

The post-holder makes decisions within the policies and protocols of the service and in consultation with the Director of Nursing. The post-holder ensures regular suggestions and feedback to management on customer service concerns/ issues enabling service improvement initiatives. Post-holder also makes decisions, for the comfort and convenience of patients accessing services at the HSA.

Working conditions

Normal working office environment apply. There is a need for the post holder to carry an on-call telephone and be available outside of regular business hours, to support special events or projects, and/or to help manage crises/issues as they arise. There may be occasional unsocial hours and weekend hours, in unique circumstances

Physical requirements

The job is physically and mentally demanding, requiring frequent walking and rounding to a variety of areas within the hospital. There are frequent interruptions during the day.

Problem/Key Features

The job involves frequent direct contact with a large cross-section of the public; therefore, the post-holder must be outgoing and pleasant and possess the ability to remain calm while dealing with various people, often including irate and intoxicated complainants.

Evaluation Metrics

Monthly evaluation and reporting of progress with patient experience initiatives.
Preparation of weekly status reports
Preparation of annual performance appraisals for the staff in the unit

Approved by:	Director of Nursing
Date approved:	September 4 th , 2024
Reviewed:	September 4 th , 2024
Next Review	September 4 th , 2027