

Community Graduate Assistant (GA) Position:

Patient Experience Analyst – Mercy Health Springfield Communities

Position Summary

This GA appointment will be for Spring 2026. The stipend will be \$6,146 for the appointment period of January 5, 2026, to May 7, 2026. A [tuition fee waiver](#) will also be provided.

Please note that this position requires compliance with additional conditions outlined in Exhibit A. Applicants must review these requirements carefully and submit a signed acknowledgment form with their application.

Description

The Clinical Research Graduate Assistant supports ongoing research initiatives within Mercy Health Springfield Communities, focusing on projects related to physician communication and patient experience. Working under general supervision, the GA contributes to data collection, analysis, and evaluation efforts that enhance patient-provider communication and support clinical performance improvement.

Position Responsibilities

- **Physician Communication Research Project:** Support the evaluation of individual hospitalist and intensivist performance on communication metrics within the inpatient setting. Conduct *Physician Communication Rounds* on patients using the NOBL Rounding Platform, designed in partnership with NRC.
 - Conduct rounds 5 days per week, targeting approximately 30 patients per day or 3 days per week targeting approximately 50 patients per day.
 - Each round includes six questions and takes approximately 3–5 minutes per patient.
 - Total expected rounding time: 3 hours per day or 5 hours per day.
- **Survey Comments Data Analysis:** Review and analyze patient survey comments and responses (over 6,000 received in 2024) to identify recurring themes, trends, and potential opportunities for improvement in patient care and physician communication.
- **Research Support:** Maintain and organize study data, materials, and documentation related to the Physician Communication Research Project and associated analyses.
- **Data Management:** Assist in data entry, cleaning, and preparation for analysis to ensure data integrity and reliability.
- **Collaboration:** Work closely with clinical and research teams to ensure consistency and accuracy in data collection and reporting.

- **Professional Development:** Participate in meetings or training sessions as needed to maintain competency in research methodology, patient interaction, and data analysis techniques.

Education and/or Experience

- Education: Currently enrolled in a graduate program in areas such as Biomedical Sciences, Health and Human Services, Natural and Applied Sciences, etc.

Skills, Proficiencies, Other Requirements

- Prior experience in a clinical or research setting is preferred but not required.
- Strong organizational skills, attention to detail, and the ability to manage multiple tasks simultaneously.
- Proficient in Microsoft Office and data management software.
- Attributes: Excellent communication skills, both verbal and written. A proactive, collaborative team player who is committed to advancing medical research.
- Must have reliable transportation to travel to Mercy Hospital Springfield to perform the GA duties

Exhibit A: Additional Requirements for Service as Mercy Hospital-Springfield GA

- Training (provided by Mercy Springfield)- GA must undergo training provided by Mercy Springfield in the following areas.
 - HIPAA Privacy Regulations
 - OSHA Blood Borne Pathogen Regulations (where appropriate)
- Screenings and Vaccinations- GA must provide proof to Mercy Springfield that the following are met prior to beginning services. If questions arise regarding accommodations, please contact Mercy Springfield HR or Student Scheduling department. Contact info available upon request.
 - Hepatitis B Immunization: GA must furnish Mercy Springfield proof of immunization or a signed statement declining Hepatitis B Vaccine.
 - TB Screening: GA must provide proof that they have tested negative for TB upon enrollment to their academic program prior to the beginning of the Graduate Student Services at Partner. If a GA's testing is positive, GA must notify Partner prior to sending the GA to Partner's facilities, to determine the next steps.
 - Hepatitis A Vaccination: If the Graduate Student Services involve food service, GA must provide proof of Hepatitis A vaccination series to Partner.
 - Tdap Vaccination: GA must provide proof of Tetanus/Diphtheria/Pertussis (Tdap) vaccination to Partner.

- Measles, Mumps and Rubella immunity: GA must provide proof of immunity to Rubella, Measles and Mumps, or record of Measles, Mumps, Rubella (MMR) vaccination series after one (1) year of age.
- Varicella: GA must provide proof of immunity to Varicella or record of Varicella vaccination series.
- Seasonal Influenza Vaccination: GAs must provide proof that they have received the seasonal influenza vaccination at least fifteen (15) days prior to participation in the Graduate Student Services, if the Graduate Student Services will occur during active flu season in Greene County, Missouri.
- Covid-19 Vaccination: Mercy Springfield requires GAs providing services under this Agreement to provide verification if the Covid-19 vaccination was received. GAs do not have to receive the Covid-19 vaccine.
- Other Screenings: GA must receive such other screenings as required by Partner policy and/or applicable laws.
- Urine Screen: GA must submit to a urine drug screen prior to participating in the Graduate Student Services. The urine drug screen must be negative for at least the following drugs: Amphetamines, Barbiturates, Benzodiazepines, Cannabinoids, Cocaine, Methadone, Opiates, Oxycodone, Phencyclidine, and Propoxyphene and GA shall provide proof of the negative drug screen upon request.
- Background Checks and Exclusion Lists: GAs are required to have a criminal background check done for all states in which the individual has lived or worked in the previous seven (7) years in addition to a federal background check for the past seven (7) years. A criminal background check for the State of Missouri will also be done whether or not the individual has lived or worked in the State of Missouri. Convictions relating to dishonesty shall be evaluated through an individualized assessment process. Individuals convicted of terrorism and related offenses within the past seven (7) years will be excluded. The following contains a non-exhaustive list of criminal convictions, which shall include suspended impositions of sentence, which XXX will consider in making the above determinations for each GA. In any matters involving discretion, Partner will consider whether the Graduate Student Services position has a reasonably tight nexus to the nature and gravity of the offense at issue; and the time that has passed since the offense in determining whether the individual should be excluded.
Dishonesty (including, but not limited to)
 - Blackmail or Extortion
 - Bribery
 - Burglar's Tools Violations
 - Buying, Receiving or Possessing Stolen Property

- Embezzlement
- Forgery or Counterfeiting
- Fraud
- Larceny or Theft
- Motor Vehicle Theft
- Perjury or Suborning Perjury
- Violence (including, but not limited to)
 - Aggravated Assault
 - Arson
 - Burglary or Attempted Burglary
 - Criminal Homicide
 - Explosives violations
 - Forcible Rape or Sexual Assault
 - Hate Crime Violation
 - Kidnapping
 - Other Assaults
 - Robbery
 - Weapons Violation
- Sex Offenses (including, but not limited to)
 - Incest
 - Indecent Exposure
 - Intercourse with Impaired Person
 - Sale of Obscene Literature
 - Sodomy
 - Statutory Rape
 - Other Sex Offenses Involving a Minor
- Controlled Substance Abuse (including, but not limited to)
 - Sale
 - Possession
 - Paraphernalia
 - Manufacture
 - Growing
 - Intent to Sell
 - Intent to Manufacture
 - Intent to Grow
 - Use
- Terrorism and Related Offenses
- Any and All Offenses

How to Apply:

To apply for this Graduate Assistantship position, please complete the application form and be prepared to upload your resume (and the signed agreement of Exhibit A) as part of the submission process.

Application Form: [Application Form for Graduate Assistant - Patient Experience Analyst - Mercy](#)

Exhibit A Form: [Mercy Exhibit A Form – Community GA Applicants](#)

Deadline to apply: December 5th , 2025

Once your application is completed and submitted, we will carefully review it. If your qualifications match the requirements for the position, we will reach out to you regarding the next steps in the selection process.