Job Posting

JOB TITLE: Director of Quality and Quality Improvement

REPORTS TO: Chief of Quality*

JOBS REPORTING: None

DIVISION / DEPARTMENT: Clinical

LOCATION: North West LHIN, Thunder Bay, Ontario

POSITION SUMMARY

Reporting to the Chief of Quality, the Director influences positive change to align a quality agenda for the North West LHIN through engagement with health service providers, key stakeholders, and sub-region Directors, Clinical Leads to promote and influence a culture of quality that enables improved patient health outcomes, improved care experience and value for investment. This position assists in advancing system quality and performance along with clinical quality in a coordinated and impactful way across the Northwest region.

*Incumbent has a dual role acting as both Chief of Quality as well as a shared role with HQO as Quality Lead.

MAJOR RESPONSIBILITIES

1. Acts as a key resource primarily to the Chief of Quality, with secondary support to the Vice President of Clinical.
2. Influences and informs a performance accountability culture ensuring integration and implementation of continuous quality improvement and risk management programs.
3. Identifies and supports the implementation of quality improvement priorities for the North West LHIN and supports and advances quality improvement plans across the LHIN.
4. Engages stakeholders to promote a culture of quality care and improvement though wide spread distribution of best practice strategies, supports implementation of standards of care and shares innovative and effective models of care based on best practice.
5. Improves partnerships and integration of quality improvement methodologies to ensure best quality care across the system.
6. Supports the development of cross sector quality improvement plans at the sub-region level aligned to the LHINs strategic directions and priorities.
7. Designs implementation strategies to leverage enablers and minimize barriers to quality improvement.

8. Supports knowledge transfer and implementation of quality based procedures; order sets and other quality related initiatives.
9. Supports regional quality planning initiatives.
10. Facilitates and inform communication, regional knowledge transfer strategies and evidence based quality practice.
11. Monitors progress against objectives and key performance indicators related to Integrated Health Service Planning Priorities.
12. Champions continuous quality improvement for health care delivery.
13. Develops systems and tools to enhance and support implementation of quality improvement initiatives.
14. Works closely with Health Quality Ontario and local partners to advance quality initiatives and outcomes at the sub-region and regional level in the North West LHIN.
15. Supports IDEAS training and other quality initiatives
16. Develops and implements initiatives to build capacity in quality improvement with internal and external stakeholders (e.g. health service providers).
17. Ensures that quality improvement processes and practices of the LHIN are evaluated.
18. Assists the Chief of Quality by supporting the quality committee of the organization.
19. Supports education and training on quality improvement strategies to internal staff and board as applicable.
20. Active contributing member of the management team.
21. Other duties as assigned.

LEADS HEALTH LEADERSHIP COMPETENCIES

- Lead Self
- Engage Others
- Achieve Results
- Develop Coalitions
- Systems Transformation

JOB SPECIFIC COMPETENCIES

- **Business Acumen:** Ability to apply business principles, including systems thinking, to the healthcare environment; basic business principles include financial management, human resource management, organizational dynamics and governance, strategic planning, risk management and quality improvement.
- **Stakeholder Engagement:** Develops networks and builds alliances. Engages in cross-functional activities; collaborates across boundaries, and finds common ground with a widening range of stakeholders.

- **Relationship Management:** Builds multiple external collaborative relationships to support department performance. Identifies the key issues and accommodates the key players when dealing with external parties/units on joint projects.
- **Communication and Interpersonal Skills:** Listens well and encourages open communication. Ability to communicate clearly and concisely. Considers and responds appropriately to the needs, feelings, and capabilities of others in different situations; is tactful, compassionate and sensitive, and treats others with respect.
- **Financial and Risk Management:** Measures and evaluates outcomes and corrects direction as appropriate.
- **Change Management:** Actively embraces change efforts and initiatives to improve department performance. Develops and uses different methods to help employees to positively react to change.
- **Strategic Planning:** Communicates corporate goals and objectives within the department. Aligns department tasks and objectives with corporate goals and objectives. Establishes clear targets and measures to track progress toward department objectives. Shares organizational performance measurement information and encourages dialogue and analysis.
- **Performance Management:** Establishes clear targets and measures to track progress toward department objectives.
- **System Performance:** Ability to think analytically and critically to identify issues, problem solve and design solutions across systems
- **Program and Operational Leadership:** Promotes organizational excellence through programs and established expectations, including strategic planning, succession planning, employee satisfaction and retention, and benchmarking.
- **Planning, Delivery and Evaluation**: Drives organizational excellence by implementing leading practices and providing direction in the development of policies, procedures, systems and tools.

KNOWLEDGE

- Knowledge and experience with Ontario's Quality Based Procedures and clinical handbooks.
- Knowledge of quality improvement theories, methodologies including sustainability models.
- Knowledgeable about provincial quality improvement strategies for health care.

EXPERIENCE

- Minimum 5 -7 years of experience in health care sector
- Minimum 5- 7 years management experience
- Proven experience in the development and implementation of health care quality improvement strategies and evidence based practice
- French language is an asset

EDUCATION

- Post-secondary/Master's degree in health related discipline or business.

- Certified Health Executive an asset.

NATURE AND SCOPE

- **Interpersonal Contacts:**
  - Internally: models exemplary interpersonal and communication skills with employees across the organization to lead, coordinate and advance implementation of quality improvement methodologies
  - Externally: proven ability to communicate with senior leaders, clinicians, health service providers to obtain and exchange information as required by the Ministry, LHIN reporting requirements and gains consensus and agreement to achieve LHIN Strategic goals and priorities.
- **Level of Responsibility:** Responsible and accountable to support the Chief of Quality, Vice President of Clinical, CEO and the Board for system transformation, modeling sustainable improvements in health care delivery, priority setting analysis, health system performance and quality improvement agenda across the North West LHIN. Decisions and actions have the potential to significantly impact the LHIN organization and the delivery of health care services in the Northwest.
- **Physical and Sensory Demands:** Minimal demands typical of a senior position in an office environment.
- **Working Environment:** Minimal exposure to disagreeable conditions typical of an office position exposed to stress and pressure associated with multiple priorities and deadlines.
- **Travel is required.** Some demand on personal time for evening and weekend work. Periodic administrative relief/coverage for other senior administrators.

POSTING DATE:	October 1, 2018
CLOSING DATE:	October 15 at 4:30 p.m.
COMPETITION NUMBER:	NW18-66
VACANCY:	One Full Time (1.0 FTE) Position

Interested candidates are asked to submit their application by email, quoting competition number, to:

Human Resources, North West Local Health Integration Network

Email: nwlhin.hr@lhins.on.ca | Fax: (807) 344-5639

The LHIN is an equal opportunities employer and welcomes applications from all suitable qualified persons. We thank all candidates for their interest, however, only those selected for an interview will be contacted. Individuals with a disability requiring accommodation during the application and/or the interview process should advise the recruitment contact so arrangements can be made.