

Leader, Quality, Patient Safety and Risk Management

DEPARTMENT:	Administration
REPORTS TO:	VP Clinical and Community Programs and CNE
STATUS:	FULL TIME
SHIFT:	DAYS
COMPENSATION:	Commensurate with experience
UNION:	NON UNION
AVAILABLE TO:	INTERNAL AND EXTERNAL CANDIDATES
DATE POSTED:	November 2, 2022

POSITION DESCRIPTION:

Reporting to the Vice President, Clinical and Community Programs and Chief Nurse Executive, the Leader, Quality, Patient Safety and Risk Management has a critical and practical role responsible for achieving the organization's goal of excellence in service delivery to its patients and clients by providing the operational leadership and support for quality improvement, patient safety, risk management, patient relations processes, and policy procedure oversight.

Working on behalf of the Executive Leadership Team, this position provides support for and direction to the Operational and Clinical Leadership teams for managing the development and implementation of policies and processes to integrate quality improvement, patient safety principles, Accreditation standards, evidence-based practices / best practice standards and risk management strategies in the operation of the hospital, community, and long-term care services to support HHHS to achieve its quality and patient safety goals. In addition, the position supports the development and implementation of the organization's Quality Improvement Plans, Balanced Scorecards, leads Accreditation preparation and related activities across the organization, provides leadership for the policy management system, and works collaboratively with the Leadership team to support emergency management and preparedness.

- Promotes a culture of patient safety and continuous quality improvement, and facilitates the integration of quality improvement initiatives and best practice standards that can be monitored and measured using reliable and valid data; builds organizational capacity for patient safety and quality improvement.
- Provides leadership in the development, implementation, and evaluation of quality improvement processes and programs to continually improve the provision of patient/client/resident care.
- Supports Quality Reviews as needed within the organization and the local region.
- Supports Management and Executive Leadership teams, and the Chief of Medical Staff to develop and execute local quality improvement priorities and ensures that strategic information, quality improvement, and performance measurement initiatives are linked to strategic and operational priorities and activities.
- Works collaboratively with Managers, staff, and physicians to promote all domains of quality (including effectiveness, efficiency, accessibility, accountability, and sustainability, etc.) in clinical and operational processes and provides leadership and support for quality reporting to the Executive Leadership Team, Board of Directors, and relevant government bodies.
- Leads the organization's Accreditation preparation and processes, and ensures compliance with national Accreditation standards; works collaboratively with the Leadership team to embed Accreditation standards into organizational policies, procedures, processes, and practices.
- Works collaboratively with the HHHS Professional Practice Leader / Educator to implement best practice standards and guidelines.
- Leads the implementation and ongoing process of the HIROC Risk Registry across the organization.
- Maintains fiscal accountability by collecting and monitoring necessary fiscal and quality data, analyzes data appropriately, initiates and implements methods of cost containment in relation to the service/area, and justifies expenditures.
- Provides leadership and development support for identification of performance indicators across the

continuum of care and provides consultative services regarding an array of quality methods used in high performing organizations (including Lean principles, concepts, tools, and methods).

- Supports program and department managers to analyze current trends and data in support of quality improvement and patient safety.
- Performs other related duties as assigned.

QUALIFICATIONS:

- Required: Regulated Health Professional Undergraduate degree
- Master's degree in a health-related discipline is preferred
- Minimum 5 years of experience leading healthcare or hospital-based quality and patient safety projects with demonstrated leadership in the areas of Quality Improvement, Patient Safety, Risk Management, and the Accreditation Canada process preferred
- 3 years of progressive career experience demonstrating successful outcomes on a variety of quality performance indicators
- Program Planning and Project Management training and experience is considered an asset
- Healthcare Risk Management Certification is considered an asset
- Patient Safety and /or Patient Experience Certification/program completion is considered an asset
- Expert knowledge of quality and safety with the ability to introduce innovative approaches to change
- Sound knowledge of quality improvement methodologies, patient safety methodologies, service design, data management and reporting, and patient engagement Demonstrated ability to successfully lead a portfolio of projects simultaneously
- Excellent analytical, problem-solving and decision-making skills with the ability to identify trends, establish benchmarks, as well as provide credible analysis and recommendations
- Self-directed strategic thinker bringing new approaches to quality and safety, service innovation, and performance management
- Excellent communication and interpersonal skills; experience working both independently and in a team-oriented, collaborative environment is essential
- Excellent leadership skills with the ability to coach, mentor and motivate
- Expert in stakeholder management, with the ability to forge and maintain strong internal and external stakeholder relationships
- Demonstrated working knowledge of spoken and written English, with strong written and oral presentation skills
- Satisfactory police check for vulnerable populations
- Demonstrated good attendance and performance records with the ability to maintain these same standards
- Demonstrated ability to function effectively in a highly-dynamic, fast-paced, continually-changing environment.
- Must be familiar Microsoft Suite (i.e., Word, Access, and Excel).
- Physical ability to perform the duties of the position.

SUBMIT APPLICATION AND RESUME TO:

**Human Resources
Haliburton Highlands Health Services
Box 115, Haliburton, ON K0M 1S0
E-mail: hr@hhhs.ca
Fax: 705-457-4609**

PLEASE QUOTE JOB NUMBER:

2022-89

Haliburton Highlands Health Services thanks all applicants, however, only those selected for an interview will be contacted. If you are contacted by HHHS regarding a job opportunity or testing, please advise if you require accommodation. Information received relating to accommodation needs of applicants will be addressed confidentially.