

## MANAGER, QUALITY IMPROVEMENT (Permanent Full-Time)

### The Opportunity

Reporting to the Director, Quality, the Manager, Quality Improvement, is responsible for the implementation, and evaluation of a system-wide and organizational Quality Improvement efforts in alignment with vision, mission and values, strategic directions and operational plans of the organization. This approach extends to the measurement, management and quality improvement in partnership with health service providers and the organization's contracted service provider organizations. Leadership in key areas of system and service quality improvement and management, enterprise risk management, patient safety, ethical decision making, patient relations, and emergency management will be essential in achieving population health, experience of care and value for money.

### What Can I Expect to Do?

- Supports the development and implementation the organization's quality improvement and management approach in accordance with the vision, mission and values and strategic goals of the organization, provincial health legislation and regulations, and accreditation standards.
- Participates in the development, implementation and achievement of the organization's Quality Improvement Plan.
- Supports the development of a quality culture within the LHIN that reflects the LHIN's role in achieving improved patient experience and health outcomes while driving health system improvement, integration and coordination across the South West LHIN and delivering high quality home and community care that meets the needs of clients and families.
- Participates in and demonstrates an understanding of quality, risk and patient safety principles and practices. Follows all safe practices and procedures to support a safe patient and employee working environment.
- In partnership with other Managers, Directors and Sub-Region Leads, responsible for leading, planning, directing and coordinating individual improvement initiatives focused on meeting quality standards.
- Effectively establishes and maintains collaborative working relationships with teams to achieve engagement and participation in quality initiatives.
- Designs, develops and executes quality and risk management programs and initiatives at the patient, system and sub-region level to identify challenges and solutions to improve health system outcomes.
- Supports the Director, Quality in communicating with and advising the Senior Leadership Team on matters related to quality planning, outcomes, issues management and legal and other requirements.
- Participates in provincial working groups, committees and other initiatives to advance shared objectives, develop best practices and/or align efforts across the health system.
- Provides leadership and oversight to staff including work delegation, coaching, performance management and goal setting.
- Partners with other LHIN leaders and staff to cooperate across functions to deliver and align projects, initiatives or services.
- Participates in and contributes to provincial inter-LHIN planning and engagement activities, as required.

**Location:** This position is located in the South West LHIN region, London location.

### How do I qualify?

#### Education:

- University undergraduate degree/Master's degree in health administration, public administration or related field.
- Regulated health professional is preferred.

### Experience and Skills:

- Minimum 5 years of leadership experience specific to quality improvement, performance management, and risk management in a healthcare environment or equivalent combination of education and experience.
- In-depth knowledge of quality management program requirements, methodologies, and statistical and analytical processes and techniques.
- Current knowledge of legislation relevant to patient care and healthcare in Ontario (e.g. ECFFA etc.).
- In-depth knowledge of quality improvement tools, techniques, research, theories, trends, and measures.
- In-depth knowledge of qualitative and quantitative measures, evaluation, and utilization measurement.
- In-depth knowledge of risk management and patient safety.
- Expert knowledge of Ontario health system and trends within and across sectors.
- In-depth development knowledge of local health issues, priorities and needs while recognizing the broader trends in health care policy and system development.

### Technical Skills:

- Proficient with PC based hardware/software and inter/intranets.
- Comprehensive knowledge of Microsoft Office.

### Language:

- Proficiency in French is an asset.

**Should you be interested in this exciting opportunity, please visit [www.lhinjobs.ca](http://www.lhinjobs.ca) to apply. Application deadline is June 10, 2018 at 11:59pm.**

**Compensation includes competitive salary, benefits and pension plan.**

### About Us

*The South West Local Health Integration Network (LHIN) is one of 14 local organizations in Ontario that plan, coordinate and fund local health services and deliver high quality home and community care to patients and families. The South West LHIN is committed to health improvement, innovation, and the establishment of collaborative partnerships to improve population health, patient experience and value for money across the health care system.*

*LHIN staff incorporates the best aspects of teamwork and continuous learning as they work with the local community to ensure the best health outcomes for everyone. If you have a passion for excellence and an entrepreneurial spirit, this is your opportunity to make a difference as part of a dynamic team transforming the Ontario healthcare system.*

**For further information on the South West LHIN please visit: <http://www.southwestlhin.on.ca>**

*The LHIN is an equal opportunity employer and all applicants are welcome. 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.*