

*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.*

## **DIRECTOR OF PERFORMANCE IMPROVEMENT**

### **The Opportunity**

Reporting to the Vice President, Quality, Performance and Accountability, the Director of Performance Improvement is responsible for a comprehensive Performance and Quality Improvement and Management Program in alignment with vision, mission and values, strategic directions and operational plans of the organization. Achievement of this will require the integration of continuous improvement practices through the facilitation and implementation of process management systems across the organization and local healthcare system. Leadership in key areas of continuous improvement, outcome measurement, robust informatics and comprehensive decision support will be essential in achieving population health, experience of care and value for money.

### **What Can I Expect to Do?**

#### **KEY RESPONSIBILITIES**

- In partnership with the Director of Quality, co-leads the development and implementation of a Performance and Quality Improvement and Management Program designed to advance strategic priorities and business objectives in order to achieve better outcomes within the organization and across the system.
- Leads the development and implementation the organization's performance 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.
- Drives the integration of process management and evaluation principles LHIN-wide and at the sub-region level.
- Prioritize, direct and facilitate organizational and provider level improvement activities, evaluation of outcomes and knowledge transfer.
- Develop organizational and provider capability to support system improvement objectives by coaching leaders to demonstrate the behaviors required to implement sustainable best practice processes designed to maximize quality of care combined with effective cost containment and improved efficiency.
- Assist in the facilitation of a strategic planning process to achieve organizational alignment and demonstrate the behaviors required to implement objectives in order to achieve or exceed annual business goals.
- Drives the development of appropriate analytical methods or tools to monitor and evaluate performance according to quality of care, cost containment and improved efficiency standards.
- Partner with leadership to develop the systems and tools required to achieve operational and local healthcare system excellence.
- In partnership with the Director of Quality, leads the development of health system performance and quality measures and undertakes in-year monitoring of system and provider performance and achievements against defined outcomes expected.
- Supports the Vice President in communicating with and advising the CEO and Board on matters related to performance improvement planning, outcomes, and other requirements.

- Participates on or leads provincial working groups, committees and other initiatives to advance shared objectives, develop best practices and/or align efforts.
- Partners with other Directors in leading staff to cooperate across functions to deliver and align projects, initiatives or services.
- Provides leadership and oversight to staff including work delegation, coaching, performance management and goal setting.
- Leads, 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.
- Participates in and contributes to provincial inter-LHIN planning and engagement activities, as required.
- Supports the development of a culture within the LHIN that reflects the LHIN's role in achieving improved patient experience, health outcomes and value for money 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.

**LOCATION:** This position is located in London, Ontario. There is however flexibility to work at any LHIN office within the South West LHIN region with the understanding that frequent travel to London will be required.

### How do I qualify?

#### Education:

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

#### Experience:

- Minimum 7 years of leadership experience specific to performance improvement and management, and risk management in a healthcare environment or equivalent combination of education and experience
- In-depth knowledge of performance improvement management program requirements, frameworks, methodologies, and statistical and analytical processes and techniques
- In-depth knowledge of performance 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 processes
- Good understanding of indicator development with demonstrated ability to introduce and manage change, new concepts, best practices, and skills development
- Communication and inter-personal skills, to work effectively and develop trust with internal and external colleagues, and to liaise with the Ministry of Health and Long-Term Care and other provincial partners.
- 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.

***Should you be interested in this exciting opportunity, please visit send your resume to [careers@waterhousesearch.ca](mailto:careers@waterhousesearch.ca) by June 15 or sooner. Should you wish to speak with our Executive Recruiter please contact Jon Stungevicius at 416-214-9299 x1 or [jon@waterhousesearch.com](mailto:jon@waterhousesearch.com).***

**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.*