

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.

## Partnering for Quality - Quality Improvement Coach

### The Opportunity

The Quality Improvement Coach will support healthcare providers from primary care, acute care, mental health/addictions and community care across the South West LHIN region to achieve both incremental and transformative quality improvement goals with the aim of improving patient experience and outcomes. Working within a continuous learning and improvement environment, the Quality Improvement Coach will use a range of Quality improvement (QI), practice improvement/practice facilitation, and change management approaches with a focus on enhancing quality and supporting integration activities within the broader health care system.

### What Can I Expect to Do?

- Build trusting and positive relationships with stakeholders across the healthcare system
- Assess readiness and capacity of providers to engage in Quality Improvement work
- Apply a structured change management approach and methodology for the 'people side of change'
- Identify resistance and performance gaps, and work to develop and implement corrective actions
- Act as practice liaison who links existing and new resources to the teams
- Provide on-site and virtual coaching to various teams/organizations in order to build QI skills and confidence
- These positions have variable work schedules, including occasional evening and weekend hours
- Extensive travel within the South West LHIN region and occasional travel outside the South West LHIN region

#### **Quality Improvement:**

- Facilitate and coach provider teams to implement quality improvement
- Support the implementation of innovative and best practices
- Connect broader system partners to build/foster cross sector collaborations
- Use data to drive change

#### **Communications:**

- Collaborate with colleagues to develop learning session content and provide presentations
- Contribute to communication strategies
- Support the online presence of material (posting documents, developing blogs, etc.)

#### **Project Management Duties:**

- Coordinate staff and third parties for the flawless execution of projects
- Ensure that all projects are delivered on-time, and within scope
- Develop project scope and objectives, involving all relevant stakeholders and ensuring feasibility of success
- Identify risks and establish mitigation strategies

## Candidates who will excel in these roles will:

- Work autonomously based on the need of the practice/partner/team Be flexible, resilient, and creative and take different approaches to change management
- Have excellent facilitation, problem solving, decision making and conflict management skills
- Build quality improvement confidence and capacity within the organization to ensure sustainability of practice change Be satisfied with long-term goals, given that immediate, day-to-day signs of improvement take time to achieve
- Have a passion for person-centred, equitable access to care and ability to inspire others to make change to improve outcomes for persons with complex care needs
- Have excellent interpersonal skills and the ability to build strong, trusting relationships with health care providers and other stakeholders
- Be knowledgeable about or willing to learn new systems that can enable practice change

**Location:** These positions are located in the South West LHIN region.

## How do I qualify?

### Education:

- Post-secondary education and/or equivalent experience in a related field
- Practice Facilitation education is an asset
- Project Management formal education is an asset
- Quality Improvement formal education is an asset

### Experience and Skills:

- 1-3 years' project management experience, leading various phases of projects that achieves positive outcomes
- Experience in a lead facilitator role utilizing high-end conceptual skills to quickly assess a situation and come to a clear plan
- A solid understanding of the healthcare system (primary care, acute care, community care, mental health and addictions, public health) an asset
- Skills in use of health information technology/digital health technology (EMR) an asset
- Able to work effectively with a diverse group of clinical and non-clinical stakeholders in a variety of organizational settings
- Knowledge of quality improvement concepts and ability to learn quality improvement models and methods (e.g. rapid cycle improvement, IHI model for improvement; LEAN etc), quality measures and reporting, and clinical practice transformation models and methods
- Ability to understand and explain data reports in different ways to different stakeholders
- Experience working with diverse, interdisciplinary teams and application of team building skills
- Excellent prioritizing, and organization skills
- Excellent active listening as well as exceptional oral, and written communication skills
- Knowledge of Self-Management Principles
- Knowledge of provincial organizations (HQO; OntarioMD; AFHTO; AOHC etc.)
- Knowledge of Ontario's Chronic Disease Management and Prevention Framework
- Strong analytical skills and the ability to recognize the relationship between diverse aspects of the health care system.
- Ability to develop work plans geared towards achieving positive outcomes
- Ability to work both independently and as a team player
- Meets commitments on a consistent and timely basis with changing priorities and multiple deadlines
- Strong computer skills including Microsoft Office (including Outlook, Visio, Project, Excel, Word, and PowerPoint)
- Has a valid driver's license, as extensive travel is required in this role

### Language:

- Proficiency in French is an asset.

***Should you be interested in this exciting opportunity, please visit [www.lhinsjobs.ca](http://www.lhinsjobs.ca) to apply. Application deadline is November 8, 2017***

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

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