

Quality Improvement Advisor (Permanent Full Time)

The Opportunity:

At this time, the South West Local Health Integration Network is seeking one (1) Quality Improvement Advisor to lead and support system-wide and organizational Quality Improvement efforts in alignment with the LHIN's vision, mission, values, strategic direction, and operational plans.

This extends to the measurement, management, and quality improvement in partnership with health service providers and the organization's contracted service provider organizations. To achieve population health, experience of care, and value for money, the successful incumbent will demonstrate 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.

What Can I Expect To Do?

As a Quality Improvement Advisor, you will:

- Establish effective working relationships with key partners both internal and external to the LHIN to support the establishment of a quality improvement culture across the LHIN.
- Provide expertise and advice in the design and planning of QI projects, including identification of the most appropriate approaches to improvement, development of tool kits, implementation planning and evaluation.
- Provide expertise and advice to provider organizations and LHIN colleagues in quality improvement methodology, measurement and change management to ensure achievement of specified outcomes and organizational success with a targeted focus on diabetes and chronic disease programs.
- Facilitate and coordinate LHIN quality improvement projects in collaboration with healthcare organizations.
- Mentor and coach improvement teams, managers, and leaders within healthcare organizations to achieve project targets and to sustain quality improvement results.
- Work collaboratively with South West LHIN partners and provincial colleagues to establish a quality improvement approach for programs.
- Work with team members to manage and monitor priority projects, analyze results and prepare confidential roll-up reports to the LHIN senior team and Board of Directors.
- Stay abreast of policy, legislation, methodologies and best practices related to health care quality improvement.
- Actively participate within cross-functional teams to advance the LHIN's strategic directions and operational activities.

Location: This position is located within the LHIN's London office. The successful incumbent will be required to regularly travel throughout the South West region with periodic travel within the province of Ontario.

How Do I Qualify?

Education:

- Post-secondary education/degree in health administration, health planning, business administration, research or equivalent combination of education, training and experience in a health care environment.
- Successful completion of Quality Improvement training (e.g., lean, IHI improvement advisor, etc.)

Experience:

- Demonstrated experience carrying out quality improvement, measurement and change management.
- Experience in project administration/management and project management methodology.
- Solid understanding of the Ontario health-care system including challenges and opportunities for improvement.
- Quality Improvement and evaluation experience in a healthcare environment.

Knowledge, Skills, and Abilities:

- Good knowledge of and proven ability to apply planning and analysis and change management theories, principles, practices, multiple methodologies and tools and make effective recommendations.
- Knowledge of and/or experience with diabetes and chronic disease programs preferred.
- Comprehensive knowledge of Microsoft Office, Excel, Outlook, Adobe Acrobat, Power Point
- Excellent written communications skills to prepare clear reports and analyses of data which will support effective decision-making and priority-setting.
- Excellent oral communications skills to explain complex technical information to superiors, colleagues and stakeholders.
- Strong teamwork, relationship management, and customer service skills.
- Excellent analytical and evaluation skills to provide expertise regarding quality improvement project design approaches and methodologies, analysis and evaluation of results and development of recommendations.
- Ability to effectively resolve conflicts.
- Proficiency with PC-based hardware/software and inter / intranets. Ability to use project management software an asset.

Preferred Qualifications:

- Proficiency in a second language, particularly French.
- An ambassador of workplace culture.

Who We Are:

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. Individuals with a disability requiring accommodation during the application and/or the selection process should advise the recruitment contact so arrangements can be made.

How To Apply:

Should you be interested in this exciting opportunity, please visit www.lhinjobs.ca to apply. Compensation includes competitive salary, benefits, and pension plan. **Application deadline is February 10, 2019 at 11:59pm.**

We thank all applicants; however, only those applicants invited for an interview will be contacted. Due to volume of applications, we are not able to respond to general inquiries by phone or e-mail.