

Manager, Quality Improvement (Permanent Full Time)

The Opportunity:

At this time, the South West Local Health Integration Network is seeking a Manager, Quality Improvement to support the development and implementation of the organization's quality improvement and management approach in accordance with the vision, mission, values, and strategic goals of the organization, provincial health legislation and regulations, and accreditation standards.

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?

As the Manager, Quality Improvement, you will:

- Participate in the development, implementation, and achievement of the organization's Quality Improvement Plan.
- Support 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.
- Participate in and demonstrate an understanding of quality, risk, and patient safety principles and practices. Follow all safe practices and procedures to support a safe patient and employee working environment.
- In partnership with other Managers, Directors, and Sub-Region Leads, lead, plan, direct, and coordinate individual improvement initiatives focused on meeting quality standards.
- Effectively establish and maintain collaborative working relationships with teams to achieve engagement and participation in quality initiatives.
- Design, develop, and execute 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.
- Support 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.
- Participate in provincial working groups, committees, and other initiatives to advance shared objectives, develop best practices and/or align efforts across the health system.
- Provide leadership and oversight to staff including work delegation, coaching, performance management, and goal setting.
- Partner with other LHIN leaders and staff to cooperate across functions to deliver and align projects, initiatives or services.
- Participate in and contribute to provincial inter-LHIN planning and engagement activities, as required.

Location: This position is located within the South West LHIN's region; however, the successful incumbent will be required to participate in weekly meetings held in London, Ontario.

How Do I Qualify?

Education:

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

Experience:

- Minimum of five (5) years' leadership experience specific to quality improvement, performance management, and risk management in a healthcare environment, or equivalent combination of education and experience.

Knowledge, Skills, and Abilities:

- 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. Excellent Care for All Act etc.).
- Thorough knowledge of quality improvement tools, techniques, research, theories, trends, and measures.
- Comprehensive 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.

Preferred Qualifications:

- Designation as a Regulated Health Professional.
- 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.