



Union:	Non-Union
Site:	General
Position:	Quality Improvement Specialist
Unit/Department:	Patient Experience and Quality
Reports To:	Director, Patient Experience and Quality
Hours:	75 hours per pay period, days, no weekends
Status:	Full Time Regular
Job Id:	16-0900

IMAGINE a hospital where everyone is committed to excellence. We did. We are. From boardroom to bedside, we go above and beyond to offer the best and safest patient care. At North York General Hospital, we put our patients first in everything we do. We are achieving a new standard of excellence in integrated patient- and family-centred care, and as one of Canada's leading community academic hospitals, we are building on our academic foundation through enhanced education, research and innovation. As part of our dynamic team, you, too, can stand out and be amazing! At North York General, our team is making a world of difference.

POSITION OVERVIEW:

The Quality Improvement Specialist engages in a leadership role to implement quality improvement initiatives and projects while ensuring both the efficient utilization of resources/processes and a safe environment for both the patient and staff. The Quality Improvement Specialist draws on the broad understanding of quality improvement, utilization management, project management and risk management processes. This position contributes to the shared responsibility of ensuring health and safety policies are followed to provide for a healthy environment for patients, staff, physicians, volunteers and families.

RESPONSIBILITIES:

Quality Improvement (QI):

- Facilitates and manages QI projects, including Kaizen, 6S events, FMEA, PDSA, metrics development, process and Value Stream Mapping and other Lean tools and methods
- Leads Quality Improvement Plan (QIP) process, monitors the Quality Dashboard and other quality initiatives/action plans, and reports in collaboration with clinical program teams
- Support unit based Quality Boards and Quality Circles, including start-up and ongoing maintenance
- Supports/project manages the Accreditation process, ensuring sustainability of required organizational practices and standards while at the same time keeping up with new standards

Capacity building/Organizational effectiveness:

- Provides expert level QI knowledge and leads capacity building in QI methodology (Lean, Six Sigma and Optimization) across the organization to build a culture of sustainable improvement
- Leads and supports the implementation of hospital initiatives including strategic initiatives and Ministry based projects (e.g. Quality Based Procedures, Integrated Funding Model)
- Monitors QI activities, identifies and evaluates root causes for performance shortfalls and gaps, and recommends innovative strategies for improved outcomes
- Continuously advances operational effectiveness through the coaching and training of staff in the use of continuous improvement tools and methodologies
- Facilitates training and education sessions

Collaboration and Performance Improvement within broader health care system:

- Profiles and represents QI successes via abstract submission, poster presentation development and article documentation; attends conferences required

- Supports partners at the local, regional and system level and works on projects to improve quality beyond the hospital
- Supports the development of a coordinated, seamless and integrated health system for our patients
- In collaboration with stakeholders, collects and uses data to measure quality of care improvement outcomes related to patient/staff satisfaction and clinical and financial initiatives

Relationship Management:

- Builds trust with staff and peers through excellence, respect, integrity, compassion, honesty, transparency, professionalism and accountability

EDUCATION AND EXPERIENCE:

- Bachelor's degree in Healthcare Administration, Engineering or current registration with a health professional regulatory body
- A minimum 5 years' experience in continuous process improvement
- Lean Six Sigma Green Belt certification required
- Health care / hospital experience beneficial
- Experience supporting/leading Accreditation process beneficial

SKILLS REQUIRED:

- Demonstrated track record in implementing process improvement and change management initiatives, ideally in a health care environment
- Strong analytical, critical thinking and problem-solving skills, with a proven ability to use evidence/data in support of process redesign
- Expertise in Lean and Six Sigma Methodologies and tools (e.g. process mapping/flow diagrams, cause and effect diagrams, pareto charts, affinity diagrams, tree diagrams, 5S, FMEA, etc.) and the IHI Model for Improvement
- Demonstrated project management, facilitation, leadership and negotiation skills
- Ability to develop, monitor and utilize performance indicators to support ongoing improvement efforts and the achievement of strategic goals
- Ability to interpret data to provide valuable insight to clinical and non-clinical areas throughout the hospital
- Excellent interpersonal, oral, and written communication and presentation skills
- Software experience required and mandatory: Advanced MS Office: Excel, Access, PowerPoint, Visio, Word

WHAT WE OFFER:

If you were searching for more reasons to consider joining the wonderful team at NYGH, check out some features of our Total Rewards package by visiting nygh.on.ca

HOW TO APPLY:

Think you're the right person for the job? Here's your first chance to show us why:

- Please submit a covering letter and resume through our NYGH careers page nygh.on.ca/careers
- Please join our talent community by creating a profile on nygh.on.ca/careers
- Ensure your contact information and the title of the position to which you are applying is accurate.

- Ensure to meet the deadline – only covering letters and resumes received **by 11:59pm on January 11, 2017** will be considered.
- We will review all applications and will contact those selected for an interview.

We are committed to fostering an inclusive and accessible environment. We are dedicated to building a workforce that reflects the diversity of the community in which we live, including those with disabilities, and are committed to providing accommodations in all parts of the hiring process. If you require an accommodation, we will work with you to meet your needs.