

POSITION DESCRIPTION

Position Title: Improvement Consultant FT OpX
Position Number:
Division: Operational Excellence & Sustainability (OpX)
Department: Quality & Innovation
Immediate Manager: Leader, Operational Excellence & Sustainability

Position Overview:

The Operational Excellence & Sustainability (OpX) team partners with leaders and front-line staff across the hospital to drive positive change in the areas of quality, patient safety, and financial sustainability. The team is a part of the Quality & Innovation Department, and is seeking to add an Improvement Consultant reporting to the OpX leader.

You are strategically oriented to build a continuous improvement culture while producing tangible and sustainable results. Working in partnership with service leaders (including physicians) and staff, your business acumen and operational excellence mind-set meshes seamlessly with patient care providers to deliver project team goals. You not only draw on your experience with structured, practical approaches to improvement and change management; you also transfer knowledge and build organizational improvement capacity as a natural outcome of your working style.

Primary Responsibilities:

- Conduct assessments of patient flow and service delivery practices to identify and recommend improvement opportunities in patient care, staff safety, revenue growth, and/or cost optimization
- Facilitate and drive improvement teams to realize opportunities, assisting them to apply:
 - a variety of improvement methods and tools (eg: process mapping, root cause analysis, PDSA, reliable design, rapid cycle improvement)
 - project management principles (eg: development of charters, work plans, resource requirements, status reports)
 - change management principles (eg: key stakeholder identification & impact analysis, communication plans, risk/change readiness assessments)
 - structured data collection and analysis techniques to enable fact-based problem solving
- Support OpX staff development in the effective application of process improvement, project management, and change management principles
- Assist in the development and delivery of learning workshops to build organizational improvement capability
- Support on-going organizational readiness preparation for Accreditation Canada certification, as required
- Support on-going innovation initiatives (eg: new technologies in prototype stage), as required

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Education:

- Bachelor's degree required
- Industrial Engineering or Business degree preferred
- Master's degree (Business or Healthcare Administration) and healthcare related certifications are assets
- Lean/Six-sigma and project management certifications are assets

Qualifications:

- 3 to 7 years of experience designing and implementing quality/process improvement projects (in a hospital setting preferred)
- Performance improvement consulting experience preferred
- Strong team facilitation skills – able to provide multi-disciplinary team members with clarity on project goals and pathway to achieve success
- Strong listening and conflict resolution skills
- Ability to break down complex system problems into a sequence of manageable work packages
- Experience managing project customer relationships & expectations
- Excellent time management skills – can effectively manage multiple projects and address competing demands on the basis of priority
- Excellent capabilities with Microsoft Office suite
- Highly developed skills in formatting/manipulating data extracted from various hospital information systems, and conducting analyses
- Well-developed communication skills, both oral and written – can succinctly convey the salient messages imbedded in large information sets
- Some (beginner level) understanding of HSFR and ROI economic evaluation models
- All employees of Michael Garron Hospital (MGH), a division of Toronto East Health Network (TEHN) [formerly Toronto East General Hospital (TEGH)] agree to work within the legislated practices of the Occupational Health and Safety Act of Ontario
- All employees of MGH are responsible to contribute to a transparent culture of patient and staff safety by adhering to and a biding by patient and staff safety policies and procedures set by MGH
- All employees are accountable for protecting the psychological health and safety of themselves and their co-workers through adherence to MGH's policies and practices

Manager's Name: Frank DeCicco, Operational Excellence & Sustainability PMO Leader

Last Update: 26 Apr 2017