

VACANCY

Applications are invited from qualified individuals to fill the following position:

**One (1) Permanent Full-Time Manager:
Quality Transformation & Patient Experience
Office of the Chief of Staff/Vice President Quality
NBRHC – NORTH BAY**

North Bay Regional Health Center is a 400 bed community hospital, affiliate with the Northern Ontario School of Medicine, one of three Hub Hospitals in NE Ontario, and a catchment area of over 150,000. We are a regional level II trauma center, have a large variety of surgical and medical programs, and are also one of only two hospitals in the province that provide both general and tertiary psychiatric programs. NBRHC has undergone a remarkable and innovative quality transformation that has resulted in hospital-wide CQI penetration, routine use of QI tools as part of front-line problem solving, a vital central strategy room, a committed highly trained team of quality coordinators within clinical and corporate portfolios. We also have committed physician involvement in quality and leadership that is second to none.

We are looking for an innovative quality leader who can work under our Chief of Staff and VP Quality and take our quality system to the next level that fully utilizes the data-rich environment of modern health information systems, will harnesses the power of advanced hospital information systems and lead the creation and implementation of our new patient experience program.

Quality Systems Manager, Patient Experience & Quality Transformation

Reporting to the Chief of Staff/Vice President Quality, this position will take the current quality improvement system, structure and methodologies into a future state that incorporates fully the role of patients and families and HIS data management in optimizing quality of care. The Quality Systems Manager, Patient Experience & Quality Transformation will have the unique opportunity to use their knowledge of state of the art system design and engineering principles and methods in the best manner that utilizes the data rich environment of modern health care and, in real time, enables leading edge patient and family centred care.

As the leader of Patient Experience and Quality Transformation, the Manager will have the opportunity to work with many outstanding individuals and teams to ensure that the organization continually achieves high standards of performance. Responsibilities will include:

- Provide guidance and expertise to the quality coordinator team ensuring excellence in the advancement of continuous quality improvement at all levels of the organization and beyond the hospital's walls, supporting patients as they transition between the hospital, their family physician and the community.
- Develop, implement and lead a new Patient Experience program as an integral element of Hospital quality of care and critical incident management.
- Develop and refine our CQI system into one that fully utilizes modern techniques in data management and presentation and which can provide relevant real time data to inform frontline operations.
- Link with Engineering or Business/Management programs to provide internship or workplace partnerships with undergraduate or postgraduate students.
- Continue to build continuous quality improvement capacity that is aligned with existing healthcare quality improvement training programs (i.e. Lean, Simplicity, Six Sigma, etc.).

- Provide oversight and guidance of key strategic and clinical quality improvement projects and/or patient safety projects at all levels of the organization and across transitions in care.
- Identify, define and implement critical success factors and key performance indicators to measure and track progress of quality and patient safety. Monitor and communicate progress against corporate direction and goals.
- In concert with the VP quality, develop and lead a Never Event Action Team and develop a framework for ensuring that Never Event prevention efforts are maintained across the continuum of care.
- Support, mentor and coach senior leaders, directors, process improvement owners, Quality Improvement Specialists and others in quality improvement methodologies.
- Support and facilitate the organizational responsibilities of the quality coordinator team.
- Prepare corporate and Board reports and presentations as required.

We are looking for a quality leader with industrial engineering background and experience. The ideal candidate will have a proven record in transforming organizational strategy into quality programs and best practice. We are looking for independent and imaginative thinkers who are open to novel approaches and ideas. Equally important will be the ability to strategically forge, nurture and build collaborative relationships and partnerships with internal and external stakeholders and partners and to empower others as a means to implement change.

The preferred candidate will possess a relevant Bachelors or Masters Degree in industrial or systems engineering or equivalent, and demonstrated capacity at leading and coaching continuous improvement, process re-engineering and organizational development in hospital or other health care environments. Project management certification or other project management experience combined with Lean and Six Sigma or other process improvement certification is desired.

We are looking for a Manager level candidate that can join and help lead an already strong quality team and through his/her leadership of new Patient Experience & Quality Transformation program. We see this position as one that will help us define the new leading edge of quality in health care; one which places modern quality systems thinking and methods and patient and family involvement experience as key cornerstones in optimizing quality and hospital performance. This is an exceptional opportunity to hold a key quality leadership position in an outstanding organization.

A Criminal Reference Verification (recent as of three months) will be required (see note)*

**NOTE: A Criminal Reference Verification (recent as of two months) will be required for all external hires as a pre- condition of employment. Current NBRHC employees are exempt.*

Interested candidates should address their resumes quoting **File No. NU A-18-002** to:

careers@nbrhc.on.ca

**Jennifer Hamilton, Recruitment Advisor
Human Resources Department
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50 College Drive, P.O. Box 2500
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Date Posted: Tuesday, January 16, 2018 AT 1200 HRS.

THE NORTH BAY REGIONAL HEALTH CENTRE IS AN EQUAL OPPORTUNITY EMPLOYER