Hamilton Health Sciences

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| **Quality Specialist**  **62445**  **Job**: Administrative/Service  **Primary Location**: Ontario-Hamilton  **This position will be located at:** Juravinski Hospital  **Organization**: Quality & Value Improvement  **Status**: Regular Full-time  **Hours per week:** 37.5  **Number of Openings**: 1  **Union Code:** Non Union Employees  **Minimum Salary**: 41.1300 Hourly  **Maximum Salary**: 52.7300  **Posting Date**: Oct 12, 2016  **Close Date (Period for Applying) - External**  : Oct 18, 2016  **Unit Summary** In accordance with our organizational commitment to provide the Best Care for All, the Performance and Improvement Office provides infrastructure and leadership essential to achieving HHS’ strategic and operational objectives. The Office is responsible for identifying, designing, planning, supporting, executing and evaluating improvement initiatives throughout the organization that deliver results and increase the effectiveness, efficiency, accountability and sustainability of HHS activities.   Supported by evidenced based tools and methodologies the Office develops standardized methodologies, reports, tools and metrics to support decision-making, planning and performance monitoring; provides proactive identification and prioritization of improvement and efficiency opportunities; develops organizational infrastructure and supports required to progress annual and long-term operational planning; and supports the advancement of data analytic activities that drive financial and clinical performance including economic modeling, predictive modeling and statistical analysis. The Performance and Improvement Office also provides corporate and local education, training and support to staff and physicians to ensure quality knowledge and skill is developed, advanced and spread throughout Hamilton Health Sciences.  **Position Summary**    Reporting to the Senior Improvement Advisor, the Quality Specialist will support the identifying, designing, planning, supporting, executing and evaluating of local and hospital-wide improvement initiatives. A Quality Specialist expertly applies and supports application of quality improvement, change management, operations research, and project management tools within the HHS Model for Change and Improvement (Define Plan-Do-Study-Act) to support continuous improvement focused on such areas as clinical appropriateness of care, efficiency, effectiveness, work-flow, access to care, continuity of care, safety and patient experience.   Major areas of responsibility include the facilitation, education and coaching of individuals, improvement initiative teams and program quality councils across the organization. Day-to-day activities include application of methods/tools such as project charters/workplans, process mapping and re-design, data collection/analysis/interpretation, simulation/predictive modeling, and generation and presentation of reports. Activities of the Quality Specialist are aligned within the Hamilton Health Sciences Quality Framework to support achievement of excellence in care and service.    **Schedule Work Hours** Monday to Friday; days  **Qualifications**    1. Masters degree in related field (e.g. Industrial Engineering, Health Care, Business, Epidemiology).  2. Educational preparation in process/quality improvement, certificate in quality improvement or equivalent training in the use of quality improvement methods and tools (ie Lean, Six Sigma).  3. Work experience in, or applicable to, hospital settings, and health care and service delivery issues across the continuum of care (e.g. acute, community, long-term care, planning and policy)  4. Experience with (re)designing and optimizing processes, resource utilization, work flow, and patient /customer experience.  5. Experience in accessing, synthesizing, and leveraging the most current knowledge (research literature, publications) to inform decisions and support change and improvement.  6. Demonstrated use of various data sources (eg. external benchmarking reports, internal databases, work load measurement, satisfaction surveys, quality of work-life surveys).  7. Demonstrated ability to identify, collect, analyze, interpret, and realize value-add from data relevant to opportunities, questions, and problems at hand.  8. Proven skills in statistics and experimental design,  and a commitment to continuous learning.  9. Proven project management skills.  10. Proven leadership abilities, effective communication (written and verbal), facilitation and coaching skills, and the ability to design and deliver effective presentations.  11. Knowledge of effective change management strategies and proven success as a change agent.  12. Possess excellent interpersonal skills dealing/collaborating with diverse professional stakeholder groups in both "corporate" and local situations.  13. Proficiency in use of office support software (Word, Excel, PowerPoint, Adobe, MS  Project, and Access) and in use of statistical software packages (eg. MiniTab, SPSS-PC, Process MA) and process design/improvement software packages (eg. Simul8, Med Model, Arena, Visio)    **Guidelines**  Hamilton Health fosters a culture of patient and staff safety, whereby all employees are guided by our Mission, Vision, Values, and Values Based Code of Conduct. Hamilton Health Sciences is a teaching hospital and all staff and physicians are expected to support students and other learners.  To be considered for this opportunity applicants must apply during the posting period. All Internal applicants may apply online through the Careers website or by submitting a Competition Application Form. External applicants may ONLY apply via the Careers website.  Hamilton Health Sciences is an equal opportunity employer and we will accommodate any needs under the Canadian Charter of Rights and Freedom, Accessibility for Ontarians with Disabilities Act and the Ontario Human Rights Code. Hiring processes will be modified to remove barriers to accommodate those with disabilities, if requested. Should any applicant require accommodation through the application processes, please contact the Human Resources Service Centre at 1-877-667-2700 for assistance. If the applicant requires a specific accommodation because of a disability during the interview, the applicant will need to advise the hiring manager when scheduling the interview and the appropriate accommodations can be made.  This competition is open to all qualified applicants, however, qualified internal applicants will be considered first. Past performance will be considered as part of the selection process. If you are a previous employee of Hamilton Health Sciences, please note: the circumstances around an employee's exit will be considered prior to an offer of employment.  Proficiency in both Official Languages, French and English, is considered an asset.  Quality Specialist |
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