

Job Posting

Position Title: Quality Improvement Lead, Integrated Care and Experience

Employment Status: Permanent Full-Time

Position Status: This is a **Non-Bargaining Unit** position.

Job Posting Deadline for Internal Candidates: June 25, 2024, at 5:00pm

Hours of Work/Schedule: Monday to Friday, 35 Hours per week

Position Reports To: Associate VP, Integrated Care and Experience

Salary Range: Annualized salary range \$70,000 - \$84,000, commensurate on skills and experience, plus participation in HOOPP.

Primary Work Location: Oshawa, ON; (with flexibility to work remotely and at other DCHC sites as required: Pickering and North Oshawa locations).

Organization Overview

Durham Community Health Centre is a recognized leader in redefining the experience of community-based health and wellness services. We provide access to high quality holistic and inclusive care that is responsive to the needs of the community and empowers individuals to enhance their own well-being.

Our name embodies what we do every day – we care. Caring for the health and wellness of our communities' residents is the cause that unites us. It shapes our thinking and guides our actions.

Durham Community Health Centre is a registered charitable organization providing a variety of free, community programs and services including: health promotion and wellness programs; primary care, counselling and mental health; diabetes education; Hepatitis C screening, treatment support, education and outreach; geriatric assessment & intervention; young parent support, youth programs, Indigenous programs; community development programs; and fundraising events which include developing charitable partnerships/sponsorships to fund programs.

In line with the CHC Model of Health and Wellbeing, our expert team works with our clients to provide holistic care, support, and wraparound services that empower clients to improve their health and wellness. We strive to be accessible to those in the community who face access barriers like culture, gender, geographic isolation, homelessness, language, physical disabilities, poverty, and race.

We are Durham Community Health Centre! Care. Compassion. Community

Position Overview

Reporting to the Associate VP, Integrated Care and Experience, the Quality Improvement Lead has a keen interest and demonstrated experience in leading quality and performance improvement activities at Durham Community Health Centre (DCHC). This role will be responsible for supporting corporate quality improvement and large-scale projects and working with organizational leadership and staff to create policies and procedures that ensure good quality care. You collaborate with key stakeholders to implement solutions for identified improvement opportunities, you map out new processes, test changes for improvement; analyze, interpret and disseminate data as it is related to DCHC services, and quality. You have excellent interpersonal and communication skills, strong relationship-building, facilitation, and

negotiation skills and have an astute ability to prioritize and complete multiple projects simultaneously. The Quality Improvement Lead contributes to the leadership of the Quality and Performance Improvement Committee in supporting a continuous performance improvement culture resulting in enhanced quality care, patient safety and a positive client and patient experience.

Duties and Responsibilities

- Support key corporate or local quality and performance improvement initiatives
- Provide proactive identification and prioritization of improvement and efficiency opportunities
- 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
- Participates in review of clinical quality and leads teams in applying a variety of quality improvement and patient safety principles (e.g., reliable design, human factors, PDSA, root cause analyses, FMEA, LEAN, value stream mapping)
- Apply a systems-focused approach to achieve optimal results in quality, safety, reliability, efficiency and productivity
- Develop and identify performance and outcome indicators
- Assist teams with collection, interpretation, analysis and presentation of performance data
- Apply change management principles and coach clinical teams through the change process partner with risk management on key patient safety initiatives, where appropriate
- Provide corporate and local education, training and support to staff and physicians to ensure quality knowledge and skill is developed, advanced and spread throughout DCHC
- Participates in quality of care and safety incident review of issues, facilitates discussions and recommends changes
- Contribute to the achievement and maintenance of safety standards and Accreditation Canada required organizational practices

Qualifications

- Undergraduate degree required in a health-related discipline, engineering or a combination of project management and LEAN certification
- Member of a Regulated College in Ontario preferred
- One to three years of experience leading quality improvement initiatives
- Certified Risk Management designation an asset
- Understanding of and experience with Accreditation methodology preferred
- Data management and statistical experience desirable
- Proven ability to remain up-to-date with health care quality assurance trends, practices and legislation
- Experience in collecting, analyzing and interpreting data for the purposes of quality improvement
- Experience in managing broad (e.g. organization-wide) improvement projects
- Demonstrated understanding of quality improvement and patient safety methodologies
- Demonstrated success in establishing, leading and maintaining positive change
- Demonstrated excellent interpersonal, organizational, problem-solving and communication skills

- Demonstrated inter-professional team leadership and conflict resolution/negotiation skills at all levels of the organization
- Effective at building relationships and gaining credibility with stakeholder groups
- Self-directed and able to deal with multiple stakeholders while managing multiple priorities and workload management
- Exceptional computer skills, including, Office Suite, Statistical software
- Proven attendance record with capability of maintaining this same standard
- Satisfactory criminal reference and vulnerable persons check
- Valid “G” Ontario driver’s license and unlimited use of a vehicle

Full vaccination against COVID-19 is mandatory for this position (Durham CHC will however adhere to its duty to accommodate those who are unable to be fully vaccinated for a reason related to a human right protected ground).

Application Process:

- 1) If you are interested in being considered for this position, please submit a cover letter and resume outlining your qualifications and expectations by email to recruiting@durhamchc.ca. This position will remain posted until filled.
- 2) While we thank all applicants for their interest in applying, only those qualified and considered for an interview will be contacted. All applicant submissions will be kept on file for six months, for future consideration.
- 3) All applicants are encouraged to provide a valid email address for communication purposes. Applicants may receive written correspondence regarding this job posting directly to the email address provided on their resume. As an applicant, it is your responsibility to ensure that you check your email regularly.
- 4) All positions are subject to the successful completion of the following pre-employment conditions for all external hires: Reference Checks; and Criminal Background checks (including Vulnerable Sector Screening).

Durham Community Health Centre is committed to complying with all applicable standards as set out in the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), the provisions of the Ontario Human Rights Code, and any other applicable legislation. Accessibility: If you have accessibility needs and require alternate formats or other accommodations, please contact Human Resources at 905-723-0036, or by email to recruiting@durhamchc.ca. **Durham Community Health Centre, and staff are dedicated to creating an inclusive environment that welcomes diversity.**