



Quality Improvement Specialist

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67 College St, Toronto, ON M5G 2M1, Canada

Full-time

Company Description

The University Health Network, where “above all else the needs of patients come first”, encompasses Toronto General Hospital, Toronto Western Hospital, Princess Margaret Cancer Centre, Toronto Rehabilitation Institute, West Park Healthcare Centre and the Michener Institute of Education. The breadth of research, the complexity of the cases treated, and the magnitude of its educational enterprise has made UHN a national and international resource for patient care, research and education. With a long tradition of ground breaking firsts and a purpose of “Transforming lives and communities through excellence in care, discovery and learning”, the University Health Network (UHN), Canada’s largest research teaching hospital, brings together over 17,000 employees, more than 1,250 physicians, 8,000+ students, and many volunteers. UHN is a caring, creative place where amazing people are amazing the world.

Job Description

Union: Non-Union

Site: Toronto General Hospital

Department: Joint Department of Medical Imaging & Laboratory Medicine Program

Work Model: Hybrid

Reports to: Manager, Office of Strategy Management

Grade: N0:10

Hours: 37.5 per week

Salary: \$44.41 to \$55.51 per hour (To commensurate with experience and consistent with UHN compensation policy)

Shifts: Days

Status: Temporary Full-Time, 18 Months

Closing Date: January 13, 2025

Position Summary

The Joint Department of Medical Imaging (JDMI) at UHN, one of the largest academic medical imaging department in Canada! With 750,000+ exams annually, we set the standard for clinical excellence. Our cutting-edge digital technology and dedicated team of 700+ staff and 90 specialized radiologists prioritize patient care and exceptional image quality. Be part of our journey to shape the future of medical imaging through innovation, groundbreaking research, education,

and top-notch service. The JDMI is committed to ongoing education and quality assurance initiatives and is fully affiliated with the University of Toronto and the Michener Institute of Education.

UHN's Laboratory Medicine Program, Canada's largest hospital diagnostic lab and a global leader in academic labs. With over 30 million tests per year and 1,300 outpatients served daily, we are at the forefront of pathology and clinical testing. Embrace innovation and contribute to ground-breaking research, education, and exemplary service. Join our dynamic team of 700 dedicated staff and play a pivotal role in shaping the future of laboratory medicine.

We are seeking a Quality Improvement Specialist, who will work in partnership with operations to lead the planning, implementation and evaluation of projects that improve the quality of diagnostic care for our patients. The Quality Improvement Specialist will apply best practices in quality improvement, change management, and project management to seize opportunities and solve complex problems related to all aspects of quality: safety, effectiveness, patient-centeredness, timeliness, efficiency, and equity.

Duties

- Lead and manage complex improvement initiatives including:
 - Identifying and framing opportunities for improvement
 - Initiating, planning, and implementing quality improvement projects
 - Facilitating and coaching an improvement team through the quality improvement process
 - Evaluating and monitoring changes
 - Building and implementing tools to sustain improvements and to course correct when necessary
- Use best practice in project management and change management to deliver projects successfully
- Use best practice improvement tools and methodologies such as Lean, Six Sigma and IHI Model for Improvement to improve quality of care
- Identify potential implementation and/or change management issues and develop strategies to mitigate
- Communicate complex information to internal and external stakeholders in a clear and concise manner to gain buy-in and enable project success.
- Work with Business Intelligence teams to develop evidence-based indicators and targets; analyze data and develop recommendations to meet target
- Provide quality improvement coaching, education and capacity building to build a culture of continuous improvement and operational excellence

- Prepare reports, briefing notes and presentations for all levels of the organization.
- Cultivate trust and relationships with all stakeholders in line with UHN values.
- Reinforce a patient focus throughout improvement projects

Qualifications

- At a minimum, completion of bachelors degree program or recognized equivalent in Business or Health Care Administration, Quality, Engineering or related field
- 6+ years' experience in quality improvement and project management in a health care environment required; with relevant certifications (Lean, Six Sigma black belt and PMP), preferred
- Demonstrated experience in facilitating major change initiatives in a healthcare environment
- Demonstrated change management skills (consulting, negotiating, influencing)
- Demonstrated skills in developing evaluation frameworks/measurement plans and data analysis including the ability to develop, monitor and utilize performance indicators to support ongoing improvement efforts
- Excellent analytical and critical thinking skills with the ability to analyze complex problems, interpret data in support of process redesign, and navigate situations where information is difficult to obtain, complex, or ambiguous
- Knowledge of hospital organizational structure and processes with demonstrated ability to use clinical data for improvement
- Experience working with diverse stakeholders and fostering teamwork
- Demonstrated ability to handle multiple competing priorities and projects in a deadline-driven environment
- Analytical ability with excellent attention to detail
- Excellent verbal and written communication and presentation skills
- Proficient in MS Office Suite: Excel, Access, PowerPoint, Visio, Word and the ability to build process maps
- Current registration with a health professional regulatory body an asset (preferably in laboratory or medical imaging professions)

Additional information

Why join UHN?

In addition to working alongside some of the most talented and inspiring healthcare professionals in the world, UHN offers a wide range of benefits, programs and perks. It is the comprehensiveness

of these offerings that makes it a differentiating factor, allowing you to find value where it matters most to you, now and throughout your career at UHN.

- Competitive offer packages
- Government organization and a member of the Healthcare of Ontario Pension Plan (HOOPP <https://hoopp.com/>)
- Close access to Transit and UHN shuttle service
- A flexible work environment
- Opportunities for development and promotions within a large organization
- Additional perks (multiple corporate discounts including: travel, restaurants, parking, phone plans, auto insurance discounts, on-site gyms, etc.)

Current UHN employees must have successfully completed their probationary period, have a good employee record along with satisfactory attendance in accordance with UHN's attendance management program, to be eligible for consideration.

All applications must be submitted before the posting close date.

UHN uses email to communicate with selected candidates. Please ensure you check your email regularly.

Please be advised that a Criminal Record Check may be required of the successful candidate. Should it be determined that any information provided by a candidate be misleading, inaccurate or incorrect, UHN reserves the right to discontinue with the consideration of their application.

UHN is an equal opportunity employer committed to an inclusive recruitment process and workplace. Requests for accommodation can be made at any stage of the recruitment process. Applicants need to make their requirements known.

We thank all applicants for their interest, however, only those selected for further consideration will be contacted.