Chief Clinician and Regional Quality Lead

The Champlain Local Health Integration Network (LHIN) is one of fourteen LHINs established in Ontario by the Ministry of Health and Long-Term Care. Our mandate is to plan, coordinate, integrate and fund health care services at the regional level. The Champlain LHIN also delivers home and community care services, providing a wide range of health care services and resources to support over 58,000 patients each year at home, at school or in the community.

POSITION SUMMARY

The Chief Clinician and Regional Quality Lead provides clinical leadership and strategic direction to advance the priorities of the LHIN and Health Quality Ontario. The role is focused on clinical change management and leadership, health system planning, performance management and quality improvement. The position fosters strong collaborative relationships across the clinical spectrum, from public health, primary care providers and inter-professional teams to medical and clinical leaders in community and acute care settings.

As an engaged and active clinician, the Chief Clinician and Regional Quality Lead reports to the LHIN CEO and Health Quality Ontario’s Chief, Clinical Quality and works closely with the LHIN senior leadership team to drive positive clinical change and clinical engagement across the LHIN. The Chief Clinician and Regional Quality Lead will be accountable for and lead all other clinical leadership positions in the LHIN, and will work collaboratively to achieve LHIN and provincially defined performance metrics and to develop a more integrated health care system.

KEY ACCOUNTABILITIES

Clinical Leadership and Decision Making

- Provide clinical leadership and strategic oversight for medical and clinical engagement, implementation of clinical standards, including Health Quality Ontario Quality Standards, and quality improvement activities related to safe, patient centred, effective, efficient, timely, and equitable health care.
- Lead and oversee a team of LHIN sub-region clinical leaders and LHIN specialty clinical leadership positions (e.g. ED, Critical Care, etc.) to improve clinical integration and achieve sub-region strategic objectives and quality goals.
In close partnership with the Vice President Home and Community Care, provide executive level guidance for LHIN clinical teams working in home and community care to make effective strategic decisions regarding service delivery, integration with primary care and quality improvement.

Support and contribute to the development of a primary care health human resource plan.

Develop effective communication and engagement mechanisms with primary care providers to support integration and alignment activities with other sectors of the health care system, in particular, with the home and community care sector.

Enhance inter-professional collaboration to advance LHIN-wide priorities.

Represent the Champlain LHIN within local and provincial clinical leadership tables (e.g. Provincial Quality Implementation Committee, regional quality tables, the Ontario Palliative Care Network, Ontario Clinical Digital Health Council, Health Force Ontario, and others).

Support the implementation of the provincial Digital Health Strategy with respect to clinical adoption of enabling technologies in partnership with LHIN leads, Ontario MD, eHealth Ontario and the Ministry of Health and Long Term Care’s digital health secretariat.

Intervene as and when necessary to foster the timely transfer of patients between hospitals in support of the Life and Limb policy and to make effective use of existing hospital capacity in light of current hospital occupancy pressures.

**Quality Improvement and Change Management**

- Champion LHIN-wide quality improvement plans, engaging practicing physicians and other clinicians in achieving measurable progress in priority indicators.
- Identify and develop clinical change management supports required to sustain engagement with clinicians across the LHIN.
- Monitor performance and quality indicators for LHIN, pan-LHIN, and provincial priorities working with sub-region Clinical Leads and other LHIN staff to review quality data, and identify key trends and drivers.
- With the LHIN executive team and in partnership with Health Quality Ontario, support the identification, development and implementation of quality standards of care and best practices to drive quality improvement and integration at the point of care for clients and patients.

**Strategic Advice**

- Advise the LHIN CEO and executive team regarding health system priority-setting to maximize the effective use of resources and the role of clinical leaders.
- Provide advice to the LHIN leadership team on change management activities, performance measurement and performance management, health human resources planning, physician engagement, and other opportunities to promote patient safety and a culture of continuous quality improvement.
- Regularly brief the Quality Committee of the LHIN Board on LHIN’s health care system priorities and performance.
**Relationship Management**

- Engage with key provincial contacts (Health Quality Ontario, Ministry of Health and Long Term Care, Ontario College of Family Physicians, Ontario Medical Association, Cancer Care Ontario, and others) to support advancement of LHIN, pan-LHIN and provincial priorities.
- Develop productive working relationships with other clinical leaders within the LHIN across all sectors (primary care, home care and community care, acute care, mental health & addictions, long term care, and public health) to improve care at the LHIN level.
- Promote engagement with local patients and families, the public and other stakeholders to guide efforts to improve health care performance and the patient experience.
- Maintain effective working relationships with local research institutes in support of advancing the development of knowledge linked to areas of priority.

**Support LHIN Planning and System Integration**

- In close partnership with the Vice President Integration, work closely with LHIN staff to develop and implement the clinical performance priorities of the LHIN Integrated Health Services Plan (IHSP) with a focus on clinical quality domains, including the integration of comprehensive primary care within LHIN sub-regions.
- Advance health system integration by identifying opportunities to align clinical, quality improvement and operational priorities across different health care sectors through connecting regional and provincial quality initiatives.
- Work closely with other local and provincial clinical leads to ensure alignment and collaboration of provincial improvement initiatives. Note that in some cases, the individual that fills this role may also occupy other clinical leadership roles throughout Ontario.

**POSITION REQUIREMENTS**

**Credentials**

- Member in good standing of the College of Physicians and Surgeons of Ontario
- Membership with the College of Family Physicians of Canada is an asset
- Currently working in clinical practice, and willing to maintain clinical practice (e.g. 1 day per week)
- Formal leadership training and change management is an asset.

**Language**

Bilingual (French and English) preferred or an ability to become bilingual within 3 years of employment.

**Experience & Knowledge**

- Practicing physician, eligible to practice without restriction, actively engaged at the system level, with demonstrated leadership within the local community.
- Demonstrates a high level of credibility and experience in the leadership and operations of a complex health care organization.
• Proven leadership experience with health care initiatives designed to improve inter-sector integration.
• Formal leadership position within a health care organization (for example, Chief of a hospital department, Lead of a Family Health Team).
• Previous experience working effectively within collective decision-making structures, such as a board or committee.
• Experience providing care and working within various health care sectors.
• Demonstrates understanding of local health issues, priorities and needs while recognizing the broader trends in health care policy and system development.
• Practical experience in clinical change management and quality improvement methods and tools, and the ability to draw on leading practices to adapt and apply these skills.
• Knowledge of existing medical and clinical networks that can be tapped for effective engagement and communication of strategies and initiatives.
• Experience developing and implementing health care quality improvement strategies, implementation of clinical standards or other large scale initiatives that cut across traditional health care silos.
• Proven ability to manage and guide planning and implementation, including developing resource requirements, timelines, and milestones.

Key Core Competencies

• Ability to work well with others in teams, networks and organizations and achieve consensus when there are diverse views.
• Ability and credibility to reach and engage clinicians across a variety of settings and disciplines.
• Ability to think conceptually, plan flexibly, identify continual opportunities for improvement, and operate effectively in a complex environment.
• Sensitivity and organizational skills to operate effectively across complex work cultures and environments
• Political acuity, and understanding and commitment to diversity.
• Listens well and encourages open communication. Ability to communicate clearly and concisely. Considers and responds appropriately to the needs, feelings, and capabilities of others in different situations; is tactful, compassionate and sensitive, and treats others with respect.
• Exercises a high degree of independence in methodologies and procedures for solving problems and accomplishing priorities; develops strategic plans; interprets and implements strategies.
• Direct reports include LHIN Specialty Clinical Lead positions, and Sub-Region Clinical Leads and Administrative Support, as applicable.
• Supports the achievement of the LHIN Strategic Plan and Priorities; accountable to LHIN internal policies and applicable provincial directives.
• Budget responsibility as assigned by the LHIN CEO.
WORKING CONDITIONS

- The successful candidate will be hired to work 3 to 4 days per week, depending on other existing roles
- Normal office conditions.
- Ability and willingness to travel within stakeholder geography and across the province.

Please forward your cover letter and resume to Human Resources at HR.Champlain@lhins.on.ca by 5 p.m. on May 4, 2017, noting ‘Chief Clinician and Regional Quality Lead’ in the subject line.

We thank all who apply; however, only those selected for an interview will be contacted.

Individuals with a disability requiring accommodation during the application and/or the interview process should advise the recruitment contact at HR.Champlain@lhins.on.ca so arrangements can be made. The LHIN is an equal opportunity employer and all applicants are welcome.

For more information about the LHIN, please refer to our website: www.champlainlhin.ca