

## JOB POSTING

<b>Position Title:</b>	Quality Improvement Specialist, QI Program Delivery
<b>Department:</b>	Quality Improvement
<b>Reports To:</b>	Manager, Program Delivery
<b>Location:</b>	Home-based office (Greater Toronto Area)
<b>Status:</b>	Temporary, Full Time (12 months)
<b>Posting Period:</b>	May 22 – June 5, 2018
<b>Competition Number:</b>	2018-084

Health Quality Ontario is the provincial advisor on the quality of health care. With the goal of excellent care for all Ontarians, Health Quality Ontario reports to the public on how the system is performing, develops standards for what quality care looks like, evaluates the effectiveness of new health care technologies and services, and promotes quality improvement aimed at sustainable positive change. Visit [www.hqontario.ca](http://www.hqontario.ca) for more information.

## THE OPPORTUNITY

Health Quality Ontario is building an exciting team to support our vision for ensuring the highest quality of care in our health system. Health Quality Ontario is looking for a Quality Improvement professional. The Quality Improvement Specialist works with provincial and regional teams in the Central LHIN to identify and plan for quality improvement (QI) opportunities, catalyze and spread QI and best practices, connect the QI ecosystem and build capacity and knowledge.

The QI Specialist is in a unique role interacting on a day-to-day basis with key stakeholders including the Local Health Integration Network and Health Service providers to support and facilitate large scale quality improvement initiatives; developing formal processes to disseminate key best practices to enable integrated care through Health Links; leveraging Quality Improvement Plans to promote quality improvement; supporting Regional Clinical Engagement and other knowledge transfer and capacity building initiatives.

The QI Specialist also works closely with HQO peers in Quality Improvement, Evidence Development and Standards (EDS), Health System Performance (HSP) and Corporate Services to ensure alignment of activities. The QI Specialist works with the field to understand their efforts in quality improvement and ensure HQO supports bring value in support of the overall quality agenda in Ontario and can identify innovations happening across the province.

The approach to the quality improvement strategy as an integral component of HQO's core mandate is going through an evolution, designed for example to increase the connection with evidence and public reporting, maximize how we can use Quality Improvement Plans as integral part of the program, and more actively engage with partners and providers through coordinated and impactful large-scale quality improvement initiatives.

## **WHAT CAN I EXPECT TO DO?**

### **Area of Specialty – QI Program Delivery:**

- Participates on teams of provincial and regional quality improvement specialists responding to evidence and quality issues of importance to Ontarians, HQO and the Ministry; includes implementing spread strategies at scale.
- Leads and participates in Communities of Practice addressing issues arising from Quality Improvement Plans, Health Links and other areas of provincial priority.
- Establishes and maintains strong internal and external relationships with associations, partners and key stakeholders.
- Routinely contributes to the review and analysis of QIPs in specific clinical areas, with identification and promotion of leading practices.

### **Supports improvements in health care quality:**

- Working in partnership with key stakeholders and organizations, develops and implements strategies to facilitate the uptake of HQO's strategic initiatives and programs.
- Supports adoption and large scale spread of improvements aimed at reducing variation and inequities.
- Promotes best practices in patient and family engagement, including strategies and tactics to improve and measure the patient experience.
- Contributes to the development of customized tools and products to translate knowledge to practice, collaborating with cross-departmental colleagues to support evidence-based content development and ensuring documents, tools, web content, presentations, video scripts, brochures and educational materials reflect key messages and desired objectives and support HQO's mandate.
- Collaborates with internal and external stakeholders to analyse data from a variety of sources (e.g., Quality Improvement Plans (QIPs), HSP and Canadian Institute for Health Information (CIHI) reports) to identify care and service gaps and to identify innovative approaches worthy of further testing and/or large-scale implementation.
- Optimizes and shows leadership in the use of networks for problem solving, sharing of lessons learned, and identification of best practices.

### **Builds Capacity and Knowledge:**

- Models and coaches health system leaders in quality improvement methodology.
- Collaborates with the Improving and Driving Excellence Across Sectors (IDEAS) program as graduates transition into QI leadership roles and to leverage their newly acquired skills and knowledge.
- Demonstrates subject matter expertise in HQO priority issues such as: Quality Based Procedures, Quality Standards, EDS evidence reviews, HSP annual and specialty reports, patient experience, transitions in care, access to care, care coordination and medication reconciliation.

### **Relationship Management:**

- Functions as a Health Quality Ontario ambassador both formally (e.g., at provincial or national events) and informally, through day-to-day interactions.
- Builds trust with key stakeholders and peers through honesty, integrity, professionalism and accountability.
- Develops relationships with subject matter experts and key stakeholders to support them in the research and uptake of evidence on a variety of high priority topics; includes building relationships with internal subject matter experts in Quality Improvement, Evidence Development and Standards, Health System Performance and Corporate Services.
- Builds relationships with industry colleagues and government and healthcare representatives to remain current on industry best practices and emerging issues and trends.
- Develops internal and external mechanisms to promote the QI digital eco-system, i.e., works with internal and external partners to optimize the effectiveness of virtual systems in

promoting and supporting quality improvement activities. Includes but is not limited to QI Reporting and Analysis Platform (QI RAP) and Navigator for Quality Improvement Plans.

## **HOW DO I QUALIFY?**

To be considered for this opportunity, you will have:

### **Education:**

Minimum:

- Undergraduate degree in Health Sciences, Nursing or other allied health, Systems Engineering, Health Administration, Information Management, Health Informatics, Applied Psychology or equivalent

Preferred:

- Additional education in Quality Improvement (QI) preferred e.g., Lean six sigma black belt, IHI Improvement Advisor, IDEAS Advanced Learning (9-day) Program

### **Experience:**

Minimum:

- 5 years of experience in clinical or systems leadership

Preferred:

- 3+ years of experience as a QI leader with experience in:
  - Front line facilitation and coaching of interdisciplinary teams
  - Successful use of organizational change strategies
  - Participant or leader roles on QI teams that have used formal quality improvement tools such as Model for Improvement (IHI), value stream analysis, Ishikawa diagrams, documented PDSA cycles, control charts, measurement for QI, spread and sustainability techniques; includes the ability to draw upon examples of application in a variety of healthcare settings
  - Use of a range of knowledge exchange methods such as communities of practice, workshops, on line collaborative spaces, newsletters
  - Patient engagement strategies and developing approaches to improve the patient experience
  - Proven ability to establish and maintain strong internal and external relationships with First Nations' associations, partners and key stakeholders

### **Technical Skills:**

Minimum:

- Lean six sigma green belt, SME Bronze Lean certification, IHI Improvement Advisor certification, American Society of Quality (ASQ) certification, IDEAS Advanced Learning (9-day) Program completion or Knowledge Translation Specialist certification

Preferred:

- Superior or better verbal French language skills based on Ontario Government Standards
- International Association for Public Participation (IAP2) certification
- A degree resulting in an Ontario college-regulated healthcare professional designation is highly desirable

### **Key Competencies:**

- Proven stakeholder analysis and relationship management skills
- Knowledge, skills and understanding of the key factors required to work cooperatively in teams and groups, facilitating and managing group dynamics
- Ability to work independently with teams of key internal and external stakeholders to achieve deliverables, manage expectations and track performance

- Strong organizational skills and the ability to meet deliverables on schedule with high quality results
- Excellent judgment skills in setting priorities, identifying issues, problem solving and structured approaches to determining and executing solutions
- Proven ability to respond to a wide variety of issues and deal with unclear situations and conflicting demands
- Background knowledge and understanding of Ontario's health system and health issues (or the capacity to learn quickly)
- Professionalism, reliability and detail orientation
- Excellent written and oral communication skills
- Proficiency in MS Office Suite skills, in particular Outlook, Word, PowerPoint, Excel and Visio

**Key Organizational Competencies:**

- **Think Strategically:** Think broadly to build long-term success; understand health care system impacts and maintain internal alignment.
- **Develop People:** Grow leadership capacity by investing time and resources to attract, retain and develop people. Build skills.
- **Be Agile:** Quickly respond to and shape an ever-changing health care system. Adapt, navigate and thrive in changing circumstances.
- **Act as One Organization:** Align on and build consistent business processes; set standards to ensure effective, quality health care delivery.
- **Nurture Partnerships and Relationships:** Cultivate effective and influential working relationships (internal and external) and collaborate to achieve mutually beneficial goals. Work effectively across the system.
- **Build Credibility:** Take personal ownership for delivering results and adding value in every interaction. Continually earn our place as a critical player in the Health Care landscape.

*Qualified applicants are invited to submit a covering letter and resume to [HQORes@hqontario.ca](mailto:HQORes@hqontario.ca) by 4:30 p.m. on the closing date, quoting the above competition number as well as your name. We thank all candidates for their interest, however, only those selected for an interview will be contacted.*

*Health Quality Ontario is committed to meeting the needs of all individuals in accordance with the Accessibility for Ontarians with Disabilities Act (AODA) and the Ontario Human Rights Code. Should you require accommodations during the recruitment and selection process, please contact Human Resources*

*For additional information on Health Quality Ontario, please visit our website at [www.hqontario.ca](http://www.hqontario.ca).*