

JOB POSTING

Position Title:	Quality Improvement Specialist
Department:	Quality Improvement
Reports To:	Manager, Quality Improvement Strategies & Quality Improvement Plans
Location:	Toronto
Number of Positions:	1
Status:	Temporary Full-time (12 month contract)
Posting Period:	July 28 – August 14, 2017
Competition Number:	2017-102

Health Quality Ontario (HQO) is the provincial advisor on the quality of health care in Ontario, evaluating the effectiveness of health care technologies and services, providing evidence-based recommendations, reporting to the public on the quality of the health system, and supporting the spread of quality improvement throughout the system.

THE OPPORTUNITY

The Quality Improvement Specialist works with provincial and regional teams 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 and partners across the province to support the evolution of quality improvement strategy and implementation initiatives. While the QI Specialist would be expected to participate in various activities related to the work of the department, their primary role would be to support our work with the provincial Quality Improvement Plan (QIP) program and our overall work in supporting quality within the long-term care sector. Other activities may include supporting quality efforts in other sectors or cross-sectoral work, supporting quality efforts related to patient engagement or patient relations, or supporting efforts related to equity and other emerging strategies to advance collaborative, cross sector care. This role may include developing implementation strategies and resources designed to support the adoption of evidence, leading and developing communities of practice, and working with other key stakeholders to develop and monitor quality improvement programming or topic-specific education interventions. The QI Specialist would also be responsible for developing reports, briefing notes, implementation plans, and presentations. Finally, this role may also involve supporting committees and working groups comprised of both internal and external stakeholders, as well as other supporting other collaborative projects related to Health Quality Ontario's strategic objectives

WHAT CAN I EXPECT TO DO?

Area of Specialty – supporting quality in the long-term care sector:

- Collaborates with internal and external stakeholders to develop strategies and resources to support the development and execution of the provincial Quality Improvement Plan (QIP) program. While this role will specifically focus on the long-term care sector, QI Specialists are expected to support the needs of the program across sectors.

- Develops tools and products (i.e. reports, infographics, webinars, toolkits) related to this work, including knowledge translation and communication plans
- Supports the identification and development of priorities for the QIP program, including reviewing and making recommendations related to indicators, technical specifications, and data sources.
- Participates in the development of analysis and knowledge dissemination strategies for the data included in the provincial QIPs - this role will also lead the analysis for their particular sector. Based on this analysis, the specialist will identify gaps and opportunities to support quality initiatives and strategies within the system.
- Writes briefings, summaries and management level reports for internal and external audiences

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 – this may include developing or participating in
- Promotes best practices in patient and family engagement, including strategies and tactics to improve and measure the patient experience. Undertakes literature reviews, jurisdictional analyses, evaluations, and environmental scans as required
- 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 analyze data from a variety of sources (e.g., QIPs, HSP and 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 human and digital networks for problem solving, sharing of lessons learned, and identification of best practices

Builds Capacity and Knowledge

- Collaborates to improve overall capacity within the system through activities including collaboration with the IDEAS (Improving and Driving Excellence Across Sectors) program and the LHINs.
- Collaborates with relevant associations, academic partners, advocacy groups, LHINs, and others to leverage experience, skills and knowledge
- Demonstrates subject matter expertise in HQO priority issues such as: Quality Standards, primary care, mental health, palliative care, equity, Health Links, patient engagement, transitions in care, access to care, etc.
- Contributes to reports or other communication efforts, as required, to ensure partners and stakeholders are aware of project activities

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, Patient Engagement, 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

HOW DO I QUALIFY?

To be considered for this opportunity, you will have:

Education:

- Undergraduate degree in Health Policy, Health Administration, Quality Improvement, Health Sciences, Health Informatics, Applied Psychology or other relevant disciplines
- Additional education in Quality Improvement (QI) preferred e.g., Lean or Six Sigma black belt, IHI Improvement Advisor, Master's degree preferred

Experience:

5 years' experience in clinical or health system policy, with:

- Responsibility for improving quality in a care setting,
- Project management skills,
- Oral and written communication skills,
- Experience engaging clinicians, staff, patients and families in design and implementation of delivery of clinical care. Understanding of local priorities, enablers and barriers to improving quality and delivery of care.

3 years' experience as a QI leader with experience in:

- Front line facilitation and coaching of interdisciplinary teams
- Successful use of organizational change strategies
- Knowledge of health system policy issues
- Knowledge of provincial health system procedures, such as health system funding, quality based procedures, integrated care models, etc.
- 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
- Knowledge of Quality Improvement Plans or similar kinds of tools (performance management systems)
- Participant or leader roles on QI teams that have used formal quality improvement methods and tools such as Model for Improvement (IHI), value stream analysis, 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

Technical Skills:

One of:

- Lean or Six Sigma green belt, IDEAS 9 day program, SME Bronze Lean certification, IHI Improvement Advisor certification, American Society of Quality (ASQ) certification or Knowledge Translation Specialist certification
- Superior or better verbal French language skills based on Ontario Government Standards
- Lean or Six Sigma black belt
- International Association for Public Participation (IAP2) certification
- A degree resulting in an Ontario college-regulated healthcare professional designation is highly desirable

Key Competencies:

- 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
- Proven ability to develop rapport with health providers, funders, patients and other stakeholders
- 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.** Able to relate the theory and practice of strategies that support, implement and drive relevant HR principles and best/leading practices
- **Develop People.** Exhibits a commitment to developing others. Demonstrates outstanding team building to build a high functioning and high performing team
- **Act as one organization.** Works cooperatively in teams, harnessing the best out of team members, and resolving conflicts. Maintains a strong presence as a leader
- **Nurture partnerships and relationships.** Able to develop, cultivate and leverage positive working relationships and partnerships, both internally and externally. Values diversity and demonstrates respect for others
- **Build credibility** through commitment to ethical behaviour. Exercises sound judgement and is decisive, including confidential/sensitive situations where the use of discretion is required
- **Being Agile** by proactively shaping and thriving in complex and changing environment

Qualified applicants are invited to submit a covering letter and resume to 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.