

JOB POSTING

Position Title:	Quality Improvement Specialist
Department:	Quality Improvement
Reports To:	Manager, Quality Improvement Strategies & Quality Improvement Plans
Location:	Toronto
Status:	Regular Full-time
Posting Period:	March 7-March 22, 2018
Competition Number:	2018-051

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 for more information.

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 interacts on a day-to-day basis and collaborates with key stakeholders and partners across the province to support the evolution of quality improvement strategy and implementation initiatives. More specifically, this role supports Health Quality Ontario's work related to quality and funding, including programs related to health system funding reform, quality based procedures, integrated funding models, and other emerging strategies to support collaborative, cross sector care. This role may include developing implementation strategies and resources (e.g. toolkits, webinars, guidance materials) designed to support the adoption of evidence (e.g. the adoption of specific quality based procedures), leading and developing communities of practice, and working with other key stakeholders to develop and monitor quality improvement programming related to new funding or care delivery models. The QI specialist is also 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?

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 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

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, other HQO and system programs, and the LHINs.
- 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.

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
- Establishes and maintains strong internal and external relationships with agencies, associations, ministries, partners, and other key stakeholders

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 discipline, Masters' degree preferred
- Additional education in Quality Improvement (QI) preferred e.g., Lean or Six Sigma black belt, IHI Improvement Advisor

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
- Knowledge of provincial health system initiatives, such as health system funding reform, quality based procedures, or integrated care models would be considered an asset

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 preferred
- International Association for Public Participation (IAP2) certification an asset
- 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:** 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 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.