

Director, Quality, Safety and Performance

Category Management

Req Number MAN-24-00012

Open Date 9/24/2024

Number of Openings 1

Department Quality Safety and Performance

Work type Regular Full-time

Salary band Band K (\$72.55 - \$90.69/hr)

FTE 1.0

Posting Close Date 10/08/2024

Description Join us in building a world of possibility! Holland Bloorview Kids Rehabilitation Hospital is Canada's largest pediatric rehabilitation hospital. We are a top 40 Canadian research hospital that is fully affiliated with the University of Toronto, and we serve over 8,500 families annually.

Our vision is to support the most meaningful and healthy futures for all children, youth and families. Providing both inpatient and outpatient programs and services, Holland Bloorview is renowned for its expertise in partnering with clients and families to provide exceptional care and is the only organization to ever achieve 100 per cent in three successive quality surveys by Accreditation Canada. Holland Bloorview has won numerous awards including Greater Toronto's Top Employers, Canada's Top Employers for Young People and Canada's Most Admired Corporate Cultures. We offer an inspiring, inclusive, innovative, and collaborative work environment with competitive compensation and benefit packages and programs that support ongoing learning and professional growth.

The Position:

Reporting to the Vice President, Experience, Transformation and Social Accountability, the **Director of Quality, Safety and Performance** provides oversight and leadership for Holland Bloorview's activities related to: development, management and dissemination of quality monitoring reports; accreditation activities; public reporting; development and

management of hospital performance report cards (i.e., balanced scorecard including operational indicators, client/patient and family safety and quality indicators, and client and family experience processes); staff safety and emergency preparedness; clinical risk; privacy; infection prevention and control; education and capacity building related to quality improvement, safety practices, and performance measurement; and policy and procedure management.

The Director is responsible for leading our organizational initiatives related to Caring Safely, as part of our membership in the Solutions for Patient Safety (SPS) network of children's hospitals, and provides oversight to the organization's Workplace Harassment, Discrimination and Racism Reporting processes.

This role requires regular engagement with the Quality Committee of the Board and oversees the process for review, reporting and action planning with respect to serious safety events.

The role also provides leadership for the development and ongoing monitoring of the annual Quality Improvement Plan (QIP)

This position facilitates, trains and mentors hospital teams working on Quality and Performance initiatives and works closely with Executive Leadership team and other leaders to identify, prioritize and document QI projects.

The Director uses data and expert opinion to develop solutions, implementation, control and monitoring plans to ensure improvement and sustained results. The ideal candidate will have extensive healthcare leadership experience and be skilled and confident in managing and leading teams and supporting teams through significant improvement and change initiatives.

Holland Bloorview values co-design with clients and families in all that we do. The Director will work closely with family and youth partners to ensure that their voices are captured in our quality and safety work including Accreditation activities, safety education, and QIP development.

Key Responsibilities:

- Develops strategic linkages with other bodies active in quality and organization effectiveness (i.e. SPS, IHI, CPSI, CIHI, HEC)
- Effectively communicates quality and organization effectiveness goals, progress and outcomes to Holland Bloorview staff, external bodies, and relevant committees
- Works collaboratively with management in the development, design, implementation and maintenance of balanced scorecards and quality improvement measures, including indicator development
- Responsible for providing leadership to ensure that the organizational quality improvement opportunities are identified, prioritized, addressed and monitored
- Provide director level oversight to the quality and safety team, infection prevention control team, and clinical risk specialist
- Participate as part of the Administrator on Call (AOC) roster (providing rotational support to issues requiring escalation outside of normal business hours, and specific leadership support with respect to situations requiring establishment of an Emergency Operations centre (EOC).

- Manages activities related to performance and quality measurement and support for Quality improvement ethics review process
- Develops and implements the strategic quality management plan by:
 - applying a quality framework and corporate level scorecard that can be translated at the program/department/service level in order to give context and direction to clinical care and support service areas
 - aligning systems and structures to support program/dept/unit needs through:
 - develop and manage performance education including basic data literacy and analysis and interpretation, change process, quality tools and skills, root cause analysis
 - Development and management of a quality management program for Holland Bloorview via the establishment of a critical pathway and schedule of activities
- Liaise with external partners/stakeholders to ensure best practices around quality improvement and safety are established at Holland Bloorview
- Ensure safety and quality improvement activities are coordinated, consistently delivered, and adhere to principles such as confidentiality

Qualifications:

- Master's degree in health care or related field; MBA or Master's Health Sciences/Administration preferred
- 5-7 years' relevant hospital operations and management experience
- 3 years leading project management or change initiatives in a healthcare setting
- Working knowledge of one or more process improvement methodologies i.e. SixSigma/Lean
- Strong verbal and written communication abilities
- Ability to develop strong working relationships with management, clinical staff, and colleagues from other areas such as decision support, facilities, and practice, and with Board partners
- Ability to facilitate and motivate diverse teams to work together
- Excellent analytical and organizational skills
- Strong ability to manage multiple tasks/projects simultaneously and prioritize competing workload demands
- Competent in software programs for the analysis and presentation of data such as PowerBI or Cognos

About the Organization

Holland Bloorview Kids Rehabilitation Hospital creates a world of possibility by supporting children and youth with disabilities, medical complexity, illness and injury. All our work is guided by our strategic plan, Transformative Care, Inclusive World: Holland Bloorview 2030. The plan: <https://strategicplan.hollandbloorview.ca/>

To get a glimpse as to who Holland Bloorview is, we invite you to watch the Dear Everybody, This is Holland Bloorview video. Video:

<https://www.youtube.com/watch?v=kbp-WHflXXo&feature=youtu.be>

Holland Bloorview is committed to fostering a climate of inclusion, diversity, equity accessibility, and anti-racism (IDEAA). This commitment is central to, and mutually supportive of, our research excellence mandate. We welcome and respect the diversity of all members of our community, and we seek to create an inclusive culture for our clients, families, research scientists, staff, participants, trainees, volunteers, trustees, and

partners. To help in our journey towards fully reflecting the communities we partner with, we welcome and encourage applications from Black individuals and other racialized persons, Indigenous Peoples, women, persons with disabilities, LGBTQI2SA+ persons, and others who may contribute to further diversification of ideas within our community. Holland Bloorview is committed to fair assessment of a candidate's abilities, and consideration for diversity of thought, method, and experience, including non-traditional career paths.

In accordance with the Accessibility for Ontarians with Disabilities Act, accommodation will be provided throughout the recruitment process to applicants with disabilities. Please notify us of any accommodations that you require by contacting humanresources@hollandbloorview.ca or 416-425-6220.

To apply, please visit: <https://client.hrservicesinc.com/AppOne/MainInfoReq.asp?ReqID=6494739>