

Director, Quality, Patient Safety, Infection Prevention and Control, Emergency Preparedness

Job ID: 22834

Date Posted: 2025-07-23

Deadline to Apply: 2025-08-17

Target Openings: 1

SickKids is on a very exciting journey to improve child health and outcomes through its precision child health movement.

Elevating Quality and the Care Experience is one of SickKids' four strategic directions in its [SickKids2030](#) plan. Our goal is to diagnose faster, treat smarter and predict better while pursuing excellence in the delivery of safe, timely, effective, efficient, and equitable as well as child and family-centred care. In addition, over the next five years, we are very focused on embedding proactive safety and prediction to eliminate preventable harm; advancing health equity and action on the social determinants of health and designing inclusive services that respond to patient and family needs.

There are specific principles and practices and strong synergy between the primary areas of this portfolio: Quality, Patient Safety, Infection Prevention and Control and Emergency Preparedness. This leadership role requires a dynamic, performance driven and innovative individual with both specialized and diverse knowledge and skill to develop people and systems to help us achieve our quality and safety aims. SickKids and this role offer extraordinary opportunities to showcase and to develop leadership capabilities.

Reporting to the Executive Vice President, this role provides senior leadership and oversight for the development, implementation and evaluation of SickKids' comprehensive strategies and programs to optimize organizational patient safety, quality improvement, infection prevention and control (IPAC) and emergency preparedness (EP) goals. The role advises and collaborates with a wide range of internal and external medical and operational stakeholders to establish quality and safety priorities with a focus on innovation, continuous improvement, service excellence and accelerate performance on quality and safety goals within the Hospital and among system partners.

Here's What You'll Get To Do

Strategic and Operational Leadership:

Overall responsibility for leading, in partnership with appropriate medical leadership, organizational quality improvement, patient safety, infection prevention and control and emergency preparedness strategic priorities.

○ Quality Management:

Provides direction and operational oversight for:

- Ensuring all dimensions of quality remain a major strategic imperative for the organization:
 - Advancing patient safety by growing and advancing the organization's *Caring Safely* initiative.

- Collaborating with Patient and Family Relations to ensure patient and family experience is reflected in all strategies related to quality.
- Collaborating with EDI team to ensure quality strategies advance health equity and social determinants of health.
- Collaborating with Process Improvement and Design teams to identify opportunities that advance quality through Lean initiatives / design thinking.
- Collaboratively setting organizational priorities, strategies and goals for Quality Improvement.
- Measuring, monitoring and managing these priorities in conjunction with various stakeholders across the organization to ensure strategic and operational goals are met.
- Accreditation Canada processes.
- Compliance with provincial quality legislation (Excellent Care for All Act 2010) including the development and public posting of an annual quality improvement plan (QIP).
- Coordination of senior hospital and Board quality and safety committees (Quality Management Council, Medical Advisory Committee, Board Quality and Safety Committee) and a number of sub-committees.
- Management of a comprehensive policy, procedure and guideline database.
- Quality Improvement project ethical review and approval processes.
- Collaboration/coordination of centralized and de-centralized quality and safety resources.
- **Patient Safety Program and Serious Safety Event (SSE) Reviews:**
In collaboration with medical leadership, provides direction and operational oversight for:
 - Defining patient safety strategies and goals and leading hospital wide initiatives to enhance overall safety culture, primarily through operational leadership of SickKids' *Caring Safely* program which is intended to eliminate preventable patient and staff harm.
 - Management of all processes and policies related to Serious Safety Event (SSE) reviews.
 - Management of processes related to a comprehensive safety reporting system to optimize reporting and analysis of events in order to advance organizational learning from harm and near harm events.
 - Management of processes and policies related to hospital Morbidity and Mortality Committees.
 - Management of coroner requests and responses in collaboration with Chief Medical Officer (CMO).
 - Collaboration with external partners to advance SickKids' and system level safety priorities.
- **Infection Prevention and Control (IPAC):**
Provides direction and operational oversight for:
 - Collaboratively co-leading with medical leadership, the development, implementation and evaluation of IPAC program strategic directions and goals aligned with best practices and regulatory requirements.
 - Monitoring and coordinating organizational compliance with mandated components of IPAC programs according to legislation, Ministry of Health directives/guidelines, and Accreditation Canada and other regulatory or best practice standards.
 - Comprehensive surveillance and reporting programs in compliance with provincial legislation and for purposes of measuring quality improvement and identifying patient/staff safety issues.
 - Communicable diseases outbreak identification and management.
 - Effective evidence informed infection prevention policies and programs including but not limited to: hand hygiene, Routing Practices and Additional Precautions, cleaning, disinfection and sterilization, construction and facilities renewal projects, specialized consultation (e.g. nutrition/food services, pharmacy, animal research).

- Advising and collaborating with external partners (Health Canada, Public Health Ontario, Provincial Infectious Diseases Advisory Committee, Toronto Public Health, SickKids International projects).
- **Emergency Preparedness (EP):**
Provides direction and oversight for:
 - All aspects of an effective all hazards emergency preparedness program including preparedness policies and planning processes, 'Colour Codes', communicable diseases, emergency planning, business continuity planning, and comprehensive staff training programs.
 - Develop and maintain effective relationships with key community partners and system to enhance EP.

Problem Solving

- Applies extensive expertise and judgement to operate at a high level of independent decision making and appropriately escalates/communicates issues for awareness and resolution as necessary.
- Oversees the resolution of issues through collaboration and deployment of appropriate actions and resources.

People Management and Development

- Provides leadership and direction to the Quality Management, Patient Safety/Serious Safety Event, Infection Prevention & Control, and Emergency Preparedness teams including: translation of SickKids' strategic directions, developing departmental strategic priorities, coaching, mentoring and facilitating professional development, action planning on engagement survey results, ensuring departmental alignment with external legislation/regulation.
- Lead and coordinate the work of specific teams ensuring appropriate allocation of resources in collaboration with EVP, Departmental Directors, Managers and Program Managers.
- Responsible for recruitment, performance management, and succession planning to sustain optimal performance in essential organizational core functions.
- Responsible for awareness of and adherence to hospital policies related to employee/patient safety and for ensuring a safe workplace by modelling safety behaviours and by monitoring work behaviours and environments.

Here's What You'll Need

- Master's degree in Quality and Safety, Health Sciences, Healthcare Administration, Nursing or related healthcare field required.
- Excellent working knowledge of quality improvement methodologies, principles of high reliability organizations, patient safety science, human factors, infection prevention and control principles and practices, and emergency preparedness principles and practices.
- Demonstrated 5-7 years of successful mid-senior leadership experience in quality and safety in a complex, dynamic academic health science centre.
- Continuing education in all or some of quality improvement, patient safety, process improvement and project management, IPAC, emergency preparedness is highly desired.
- Exemplary communication skills: verbal/written, listening, discretion.
- Exceptional people management skills: significant experience building and leading high-performance teams, employee engagement.
- Strong financial management skills: experience with building and managing a budget.
- Strong ability to effectively synthesize information from a variety of sources and with respect to multiple priorities to maintain course on key strategic priorities.

- Exemplary skills in collaboration, consultation, negotiation, and facilitation among a wide range of stakeholders.
- Demonstrated success in project management.
- Knowledge of relevant IT systems and data management principles and practices.

Other Assets:

- Demonstrated national/international level presentation experience.
- Participation in research and/or publication in quality and safety.
- Leadership/participation in procurement processes with external vendors.
- Leadership roles in relevant external professional associations and/or government or regulatory body committees/working groups.
- Understanding of artificial intelligence / machine learning and its application to quality and safety.

Employment Type: Full-time, Permanent. Hybrid Work Model.

To view the full detail of the job posting and apply, please visit:

https://career.sickkids.ca:8001/psc/CRPRD/CAREER/HRMS/c/HRS_HRAM_FL.HRS_CG_SEARCH_FL.GBL?Page=HRS_APP_JBPST_FL&Action=U&FOCUS=Applicant&SiteId=1&JobOpeningId=22834&PostingSeq=1