



Program Director

Quinte Health – Emergency Departments

\$139,035.00 - \$163,566.00/Year

Position Summary

Reporting to the Vice President & Chief Nursing Executive, the Program Director is a clinical leader who works in partnership with Medical Directors to lead a portfolio of Emergency clinical services. The Program Director has accountability for the development and delivery of “exceptional care inspired by you” and achieving results reflecting the quintuple aim. The Program Director provides leadership to a multi-disciplinary team of professionals within the program, fostering continuous quality improvement and effective teamwork. The Program Director will also foster inclusion of patients and care partners to be involved in providing a quality, patient-centered experience. A key competency within the role includes building, strengthening and collaborating with partners within the community sector as well as among organizational stakeholders.

The current portfolio is to include the four emergency departments, plus rural services including North Hastings Hospital and Prince Edward County Memorial Hospital and associated programs. The portfolio will be open to evaluation and may be adjusted based on the skills and experience of the incumbent.

This position offers an exceptional opportunity to shape the future of a broad portfolio and offers an opportunity to develop and plan for an improved health care experience with community service partners. Also on the planning horizon is a clinical transformation supported by a new health information system shared regionally among six hospital organizations.

This position is based on a 37.5-hour work week, Monday to Friday day shifts. Hours are subject to change, and evening or weekend work may be required based on operational needs as well as on-call coverage on a rotational basis

Required

- Masters prepared in a requisite field or equivalent combination of education and work experience in a requisite field;
- Certificate of Registration in good standing from the healthcare regulatory college



representing their profession;

- Minimum of 4-5 years of progressive management experience;
- 3-5 years' hospital experience relevant to the program(s);
- Superior written communication and proposal development skills;
- Demonstrated critical/strategic thinking skills, analysis and problem solving;
- Proven ability & experience in leading and managing quality, risk and utilization performance;
- Well-developed negotiation and conflict management/resolution skills;
- Demonstrated experience with envisioning and supporting large scale change across teams and systems;
- Excellent interpersonal skills with a strong orientation to coaching staff and team growth and development; and
- Ability to create a collaborative multidisciplinary integrated working environment which fosters high morale and effective staff relationships, participation and partnerships.

Duties

- Contributes to organization wide annual strategic and operational planning and contributes to actions and monitoring;
- Sets the appropriate context for the program by translating Quinte Health strategic directions and objectives into program-specific goals and objectives;
- Develops new or expanded programs and services, including proposal/business plan development, and manages the resulting implementation;
- Creates team cohesion and shared purpose leading to highly effective outcomes;
- Establishes and maintains external/internal partnerships and linkages and establishes communication strategies to ensure the appropriate involvement of stakeholders in program development considerations;
- Develops the program strategic human resources plan including short and long term needs and succession planning,
- Develops and provides leadership for direct reports (currently 4);
- Develops, in collaboration with Chief of Emergency Services, Medical Directors and other stakeholders including patients and families, the annual operating and capital budget submissions for the program;
- Ensures appropriate actions for the delivery of services with a focus on quality, operational excellence within an approved budget;
- Monitors and evaluates to achieve efficient and effective resource utilization (including and not limited to, resource and financial utilization and ED and patient flow access performance



metrics as examples)

- Works with program team members to improve performance, clinical outcomes and patient experience;
- Provides feedback to medical department leaders regarding credentialed staff as requested for human resource plans, credentialing, and privileges;
- Directs the thorough investigation and resolution of patient complaints, adverse events and patient incidents;
- Instills a culture of belonging by ensuring equity, diversity, inclusivity and person centered care as a guide to accomplish continuous quality and process improvement;
- Participates in Hasting Prince Edward Ontario Health Team initiatives; and
- Other duties as assigned.

Apply Online:

<https://qhc.njoyn.com/cl4/xweb/xweb.asp?tbtoken=ZV1dQB5aDVB1YHdzQIJUEk9BcxJRaVUoe1JMW1sEB3IQW0FtWUsZdWdxdeAYGhJUTXFIF3U%3D&chk=ZVpaShM%3D&clid=76411&Page=JobDetails&Jobid=J0625-1031&BRID=417114&lang=1>