

**NON-UNION**

**REFERENCE#:** 24-NON-UNION-96990

**Applications will be accepted until 11:59 pm on April 25**

**Title:** Director

**Department:** Quality, Patient Safety & Clinical Risk Management

**Position Number:** 50061409

**Hours of Work:** Full-time position; Days

**Salary:** Class 10 \$146,628.89 - \$175,953.77 per annum

**Union:** Non-Union

**Location:** Kingston General Hospital & Hotel Dieu Hospital Site

**POSITION SUMMARY:**

Develop, coordinate, execute, and evaluate an integrated quality improvement, patient safety and clinical risk management strategy and structure at Kingston Health Sciences Centre (KHSC) in alignment with the organization's strategic directions. Build organizational capacity to effectively identify and address quality and safety issues, with the goal of eliminating all preventable harm and being a risk-aware organization.

Provide high-level strategic and operational guidance to position KHSC as a leader in quality improvement and patient safety; contribute to the achievement of KHSC's strategic priorities and goals.

Foster strong relationships and close collaboration among all levels and areas of KHSC (this includes program/operational, corporate, and board levels) to successfully implement quality improvement priorities and organization wide transformation of quality improvement.

Lead policy and process for incident and critical incident reviews, coroner requests/inquiries, and recommendation follow through and implementation in collaboration with clinical program leadership.

Within this role the employee is accountable for contributing to the delivery of the KHSC strategy. As an employee, one must demonstrate an awareness of and be responsible for actively promoting and supporting patient and family centered engagement and care in all we do.

**PRIMARY RESPONSIBILITIES & DUTIES:**

- Coordinate the planning, execution, evaluation and reporting of activities related to corporate quality improvement requirements consistent with KHSC strategy, e.g., Accreditation Canada surveys and Quality Improvement Plan submissions. This requires adhering to timelines, achieving milestones, preparing status reports and presentations to the KHSC executive, leadership, board, and board committees and to external organizations such as Accreditation Canada and Health Quality Ontario and Ontario Ministry of Health.
- Oversee the design, implementation and evaluation of an effective and integrated clinical risk management program that meets the needs of KHSC. The program includes but is not limited to clinical risk assessment, prioritization, monitoring, and reporting; and ensuring the effectiveness of risk management activities such as contract and policy administration, seeking legal advice in response to claims, liaison with police and process servers regarding law enforcement matters, and consultation and education on clinical risk management issues.
- Foster strong and collaborative relationships. Internally, this is a necessary prerequisite – at all levels of the organization – for creating awareness of, and commitment to, the need for transformative changes to the KHSC approach to quality improvement. Externally, this requires fostering relationships with external organizations and individuals that are leaders in quality improvement, accreditation, and risk management in order to understand the broader environment and position KHSC to respond and adjust its strategy accordingly.
- Oversee the structure and processes associated with quality and quality improvement as part of the KHSC culture. This requires close and ongoing collaboration with many medical and operational portfolios at KHSC and with external organizations such as Queen's. Specifically, it is expected that the Director and Medical Director of this portfolio will maintain a collaborative and effective working relationship for the benefit of the portfolio and staff therein.

- Oversee the execution, evaluation, and improvement of incident reporting at KHSC, ensuring that the incident reporting software, policies, processes, and reports support organizational effectiveness in quality improvement, risk management, patient safety, and patient relations.

*\*NOTE: The above duties are representative but are not to be construed as all-inclusive.*

#### **QUALIFICATIONS:**

- Master's degree in a relevant field of study, e.g., health care administration/leadership, health quality, quality improvement, clinical risk management, patient safety, organizational development or one of the clinical disciplines preferred.
- Minimum 10 years progressive leadership role that includes managing change, leading programs in quality improvement, risk management, or patient safety experience; with at least two years in a recent director role.
- Previous clinical background or clinical leadership experience in a tertiary care hospital setting is considered an asset.
- Strong interpersonal and communication skills: Highly collaborative; strong skills in diplomacy, negotiating, influencing, coaching and conflict management; able to lead teams and be an effective team member; able to create a high-performance culture that inspires and engages others to work toward common goals.
- Demonstrate collaboration through resource alignment, communication skills, and prioritization of PSQR work plans to meet/achieve organizational objectives with program operational and corporate leadership groups.
- Specialized knowledge of the theory and application of quality improvement science, risk management principles and concepts, patient relations, and change management.
- Experience leading Accreditation Canada Surveys in a tertiary care hospital setting and successful implementation plans to meet standards and required organization practices is an asset.
- Strategic thinker with strong conceptual and analytical skills; politically astute; business acumen; strong leadership, management, and human resources management skills; sound knowledge of organizational behaviour; strong project management, organizational and time management skills
- Ability to interpret information accurately and align Quality, Patient Safety & Clinical Risk Management resources to achieve deliverables identified as program operational, medical quality, and corporate priorities.
- Experience in Lean-Six Sigma as an improvement methodology preferred.
- Experience with PDSA and/or DMAIC and in leading process change; familiarity with QI data analysis and interpretation, including understanding Statistical Process Control Charts and assessing for variation within data.
- Satisfactory criminal reference check with vulnerable sector search

#### **PHYSICAL REQUIREMENTS:**

The applicant must be able to meet the physical demands of this position.

*We thank all applicants, but only those selected for an interview will be contacted. Kingston Health Sciences Centre is committed to inclusive and accessible employment practices.*

*If you require an accommodation to fully participate in the hiring process, please notify the Recruitment Team.*

**KHSC is located on the ancestral lands and waters of the Anishinaabeg and Haudenosaunee and serves a wider geographical area that encompasses many Indigenous communities including Tyendinaga, Katarokwi, as well as communities within the Weeneebayko Area Health Authority. As we partner in care, discovery, and learning to achieve better health outcomes for our communities, KHSC is committed to actively advocating for and acting upon the Truth and Reconciliation Committee's Calls to Action on Health.**