



Leading Primary Health Care in Guelph

With the vision *The Best Care for Everyone*, the Guelph Family Health Team (FHT) is a leader in the provision of comprehensive, team-based primary care in Ontario. Supporting 130,000 patients, Guelph FHT has 100 family physicians, 8 psychiatrists and 100 interdisciplinary team members in multiple locations in the Guelph area. Our team is committed to providing quality, evidenced-based and compassionate care to advance a culture of learning, collaboration, and sustainability.

Role: Senior Manager, Quality and Professional Practice (Full Time 1.0FTE, Permanent)

Reporting to: Executive Director

Description: The Senior Manager of Quality and Professional Practices is responsible for ensuring the delivery of safe and effective care organization wide. Through quality improvement (QI) and change management expertise, this position directs the evaluation and implementation of evidenced-based care. This includes responsibility for quarterly reporting on clinical performance and quality indicators to the leadership team and Ontario Health. The Senior Manager of Quality and Professional Practice provides leadership for population health planning, patient engagement activities, data management processes and reporting tools to mature a culture of quality, improve outcomes, and achieve organizational priorities. Additional activities include ongoing collaboration with internal and external stakeholders to support system transformation work.

Position Responsibilities:

- Establish, monitor and evaluate professional practice standards across disciplines utilizing evidence-based guidelines
- Ensure adherence to quality, patient safety and clinical performance legislative requirements
- Identify quality and professional practice priorities in alignment with strategic plan
- Direct Guelph FHT Quality Improvement Committee
- Oversee and evaluate annual Quality Improvement Plan and activities
- Support managers, quality improvement specialists and patient engagement lead to ensure delivery of quality and professional practice key performance indicators
- Provide leadership for the following activities:
 - Quality improvement training to enhance a culture of QI
 - Data collection and performance tools
 - Change management processes
 - Population health, chronic disease management, and prevention strategies
 - Support applied research activities
 - Community program development, implementation and evaluation

Qualifications:

- Masters degree in Health Administration, Business Administration or equivalent
- Undergraduate degree in health profession, health sciences, or health administration
- Registration with a healthcare regulatory body
- Minimum 5 years clinical experience
- Minimum 5 years leadership experience
- Advanced training in Quality, Risk, Patient Safety, Health Care Improvement, Change Management – Model for Improvement and Quintuple Aim preferred
- Demonstrated expertise in knowledge translation and group facilitation
- Excellent problem solving, negotiation and conflict resolution skills
- Proficient use of MS Office Applications
- Experience with digital health technologies considered an asset



- Familiarity with the Canadian College of Health Leaders LEADS in a Caring Environment framework considered an asset

Guelph FHT is committed to diversity, equity, and inclusion and welcome all qualified applicants to apply to join our team. We accommodate people with disabilities throughout the recruitment and selection process; please advise Human Resources in advance if an accommodation is required.

Interested applicants can email elizabethlee@quelphfht.com with a cover letter and resume by January 31, 2025