



JOB DESCRIPTION

JOB TITLE: Director, Health Quality Simcoe		
DIVISION: Health & Emergency Services	EFFECTIVE DATE: July 2024	
DEPARTMENT: Health Quality Simcoe	LAST REVISION: January 2025	
REPORTS TO (Title): General Manager, Health & Emergency Services		
POSITIONS SUPERVISED: Direct: 5 Indirect: 12		
PAY BAND / GRADE: 17A	UNION AFFILIATION: Non-Union	HOURS OF WORK: 8:30 – 4:30 (35 hrs./wk.)

PART 1 – DESCRIPTION OF POSITION

POSITION SUMMARY

This position, overseen by the General Manager, supports a positive patient/client experience, high standards in professional practice, and supportive employee culture that focuses on engagement, collaboration, and ongoing professional development. This includes overseeing the quality and safety management plan, patient/client focused professional practice, ensuring the excellence of people and processes in relation to regulatory compliance, risk management and quality improvement, project management, program development and evaluation and ongoing orientation and training.

The Director is responsible to facilitate patient/client centered operational advancements, with a focus on enhancing efficiency and scalability within a supportive culture. Ensure operational engagement to understand priorities, workflow needs, and integrate application tools for efficient and quality patient/client care.

This position also provides strategic planning and goals, results, decision-making, impact of services, performance management and overall accountability for the staff and the following three (3) program areas: Professional Development, Professional Practice, and Patient/Client Experience. The Director will ensure alignment of corporate strategic directions and Health & Emergency Services operational priorities.

DUTIES AND RESPONSIBILITIES (not listed in order of priority)

Part A: Employee Experience

1. Oversee professional development for LTCSS and PS. This includes design and delivery of educational programs, related research and planning, the coordination, supervision and evaluation of program delivery and expected outcomes.
2. Ensure ongoing research and integration of required programs, changes in scope of practice, operational priorities, educational content, delivery modalities, and the utilization of advanced technology and equipment.
3. Ensure inclusion of infection protection and control training needs, orientation requirements, and clinical directives and best practices.
4. Program evaluation to include audits, evaluation tools, and remediation training programs.
5. Educational programs will support and are not limited to the following key focus areas that include: LTC; Geriatric Mental Health (Specialized Behavioral Support); Senior Services; PS (Emergency Medical Services); Community Paramedicine; and Quality Care program needs.

Part B: Professional Practice

1. Oversee the preparation and comprehensive review for Ministry of Health Paramedic Services Review ensuring adherence to the Ontario provincial standards, maintained through Base Hospital.
2. Managing accreditation processes and establish effective policy procedures.
3. Ensure all services and operations within the department comply with relevant regulations, policies, guidelines, set fourth by regulatory bodies.
4. Develop and implement evidence-based best pathways and clinical pathways to optimize patient/client care, improve outcomes, and enhance the quality of services provided.
5. Manage the accreditation process for LTCSS, PS, ensuring compliance with accreditation standards and facilitating continuous quality improvement.
6. Establish and maintain effective policies and procedures that govern the operations and practices within these areas, ensuring standardization, efficiency, and adherence to best practices.

Part C: Patient/Client Experience

1. Follow process to address and resolve concerns and complaints from patients/clients promptly and effectively and ensure appropriate actions are implemented.
2. Oversee high-risk investigations related to client/patient safety incidents or other critical incidents ensuring a thorough comprehensive investigation is conducted.
3. Ensure compliance with privacy regulations and promptly focus on privacy breaches that may occur, including conducting investigations, notifying affected individuals, implementing corrective measures, and maintaining documentation of the incident.

4. Collaborate with legal counsel and provide necessary support and information in legal proceedings related to patient/client care, ensure compliance with legal requirements and representing corporate's best interests.
5. Oversee subpoenas related to patient/client care, coordinating with legal counsel, and providing necessary documentation or testimony as required.
6. Manage and respond to public inquiries and requests for information related to patient/client care, ensuring timely and accurate responses that maintain confidentiality and comply with applicable regulations.
7. Provide support and information to coroner's inquests related to deceased patients or critical incidents.
8. Oversee the reporting and analysis of incidents related to patient/client care, ensuring thorough investigation, identification of primary cause and implementation of corrective actions.
9. Oversight of clinical review of Basic Life Support (BLS) cases to evaluate the quality of care provided, identifying areas for advancement, and implement strategies to enhance patient outcomes.
10. Ensure liaison between Advanced Life Support (ALS) base hospital is facilitating communications, collaboration, and the exchange of information to ensure unified patient/client care.
11. Generate recommendations for improvements in patient/client care based on findings from investigations, reviews, and incidents and tracking the implementation and effectiveness of the recommendations.
12. Oversee the qualification process and ensuring compliance with training requirements for staff members, managing the Learning Management System (LMS) to track training completion and maintain staff qualifications.

Leadership

- Lead and assess divisional planning processes and recommend divisional initiatives, goals and approach related to quality and patient safety annually as part of planning cycles.
- Recommend & oversee leadership learning on process and improvement methodologies.
- Lead department performance reviews and recommend revisions to reporting structures, roles, and deliverables to meet and sustain department goals.
- Coach & develop department team members, and indirectly lead, influence and guide operations lead and their teams to achieve performance excellence and strategic objectives.
- Ensure collaboration and engagement of the operations that promotes effective communication and team development.

Evaluation, Reporting and Change Management

- Lead Health & Emergency Services Division program development and evaluation.
- Ensure key stakeholders at all levels of the division support and understand the benefits of operational quality and safety improvement processes.
- Advise the divisional leadership team on strategic partnerships and proposals that may have financial and/or reputational impact.

Relationship Building

- Cultivate and actively manage key relationships with external stakeholder groups, including community organizations and Ontario Health Teams (OHT), to support the expansion and development of the Division's health system reach.
- Lead and partner with internal support services on new and/or improvement initiatives, requiring capacity building through platforms, structures, and processes in a consultative and inclusive manner.

Risk Management

- Leadership of division-wide risk management program as outlined in the divisional quality & safety plan through fairness, consistency and rigor in processes, policies and practices in accordance with best practice guidelines, standards and legislation.
- Minimize division/corporate liability by working with internal & external stakeholders to identify and manage risk and resolve escalating issues.
- Drive improvement in customer resolution in all customer segments.
- Recommend gaps and inefficiencies based on performance analytics, market research, and support internal staff and external stakeholders, government agencies to assess and improve policies, procedures, tools, systems, integrated care pathways and implement best practices.
- Drive continuous improvement by identifying opportunities for innovation and introducing leading practices.
- Ensure application of Collective Agreements and application of corporate policies onto operational services.

Other Duties:

- Perform other duties as assigned, in accordance with department objectives.
- Participate in and demonstrate an understanding of Division safety principles and practices into all day-to-day activities.
- Work in compliance with the Occupational Health & Safety Act in performing duties in a safe manner and follow all County of Simcoe Health & Safety policies, procedures and legislation.
- Maintain confidentiality in accordance with the Municipal Freedom of Information and Protection of Privacy Act, and the Personal Health Information Protection Act.
- Responsible for meeting Accreditation requirements for the Department.

PART II – POSITION REQUIREMENTS

CORPORATE COMPETENCIES

Has knowledge of and demonstrated ability in our leadership competencies:

- Acts with the Customer in Mind

- Makes Sound Decisions
- Thinks Strategically
- Ensures Accountability
- Continuously Seeks to Improve Work Processes
- Propels Results
- Collaborates
- Leads Teams
- Communicates with Impact
- Develops Self
- Is Resilient

EDUCATION, TECHNICAL SKILLS AND CERTIFICATION

- A University degree in Health or Social Sciences, Business Administration, or related discipline.
- A post graduate degree in Health Administration, Quality Improvement/Patient Safety, Health Economics and/or Knowledge Management preferred.
- Awareness of Collective Agreements.
- Certificate in Healthcare Quality, Patient Safety or Continuous Quality Improvement.
- Project Management Certification an asset.
- Significant experience with Lean, Six Sigma or similar process improvement disciplines. Lean Black Belt preferred. Green Belt a requirement.
- A solid understanding of; data collection and performance measurement concepts and the importance of interpretation, evaluation & knowledge translation across customer groups.
- Excellent communication skills both written and verbal to interpret legislation, prepare and present reports and effectively communicate information.
- A Criminal Record Check (CRC) with Vulnerable Sector Screening (VSS) that is less than six (6) months old at the time of hire.
- All County Employees are required to be fully vaccinated with a COVID-19 vaccine series, approved by Health Canada or the World Health Organization, as a condition of hire.

EXPERIENCE

- A minimum of seven (7) years' experience in progressively responsible leadership positions, with a minimum of three (3) years' experience in a senior leadership position, preferably in a health care environment.
- Minimum five (5) years' experience in program development and evaluation, strategic planning, community engagement and demonstrated team building & project management skills.
- Minimum five (5) years' experience in a leadership position with significant responsibilities in performance measurement, planning and resource management.
- Demonstrated ability to successfully influence outcomes and drive collaboration across multiple stakeholders and diverse teams.

- Understanding of the Ontario health care system, specific to provincial & local community health team & senior's program initiatives and challenges.
- Knowledge of the applicable legislation, guidelines and regulations as they relate to Long-Term Care, Seniors Services and Paramedic Services preferred.
- Proven skills in the deployment of workforce optimization frameworks and strategies.

EFFORT

- Stress and pressure associated with multiple competing priorities and deadlines.

WORKING CONDITIONS

- Regular office environment.
- Requirement to travel within Simcoe County.
- Hybrid work per discretion of the General Manager, Health & Emergency Services.

APPROVALS:

Date

General Manager

Date

Department Head/Manager

Date

Human Resources Department