



POSITION DESCRIPTION

POSITION TITLE:	DIRECTOR, HEALTH SERVICES, QUALITY, PATIENT SAFETY & ACCREDITATION
DEPARTMENT:	QUALITY, PATIENT SAFETY & ACCREDITATION
CLASSIFICATION:	
UNION:	OUT OF SCOPE

REPORTING RELATIONSHIPS

POSITION REPORTS TO:	CHIEF EXECUTIVE OFFICER
POSITIONS SUPERVISED:	VARIOUS QUALITY, PATIENT SAFETY, ACCREDITATION AND RISK MANAGEMENT POSITIONS

POSITION SUMMARY

Reporting to the CEO, the Director Health Services, Quality, Patient Safety & Accreditation is responsible for providing leadership in the assessment, planning, development, implementation and evaluation of the regional quality, patient safety and accreditation program. This includes risk management processes. A key function is to provide guidance and support for programs and services, including the development and monitoring of performance indicators. The safety and well-being of clients, staff and visitors will be promoted. The Director Health Services, Quality, Patient Safety and Accreditation is expected to develop and sustain strong collaborative working relationships with community stakeholders, leadership in clinical and non-clinical programs and provincial colleagues. The position has responsibility for information, fiscal and human resource management; best practice integration; adherence to standards; and policy and procedure development.

The position of Director Health Services, Quality, Patient Safety & Accreditation functions in a manner consistent with, and supports the mission, vision and values of the Interlake-Eastern Regional Health Authority.

ESSENTIAL FUNCTIONS AND DUTIES

Function and duties include but are not limited to the following:

Champion the integration of provincial quality improvement and patient safety for the service delivery organization to align quality plans, quality and patient safety priorities and quality improvement methodology. Share emerging quality issues and trends.

Manage an interdisciplinary team of support staff in the delivery quality, patient safety and accreditation support services. Inspire and lead staff to embrace and adopt integrated, patient-centered care pathways, service delivery models, and the provincial quality, patient safety and accreditation framework. Partner closely with the clinical and administrative leadership of the organization, sites and services to support ongoing quality and patient safety improvements and the delivery of inclusive and multiculturally respectful health services.

Lead of systemic accreditation for the SDO, sites and services to achieve standards and support the sites/services with expertise to obtain quality improvement benchmarks and targets. Build and manage a customer-centric team, responsible for working with the SDO, sites, services and specialty areas, as assigned, to enhance the coordination and application of quality improvement processes and patient safety initiatives in ways that will measurably improve performance within the organization, and align with the provincial methodologies, standards, policies and processes.

Assist in the development and adoption of provincial standards and tools for reporting, responding and tracking patient safety events. Identify patient safety needs and gaps to support and develop a culture of safety.

Major Responsibilities:

This position is guided by the Manitoba's Clinical and Preventive Services Plan, the foundational documents of the organization including the organizational vision, mission, values and policies, prescribed frameworks such as the Manitoba Quality and Learning Framework established by government, and available tools, models, methods and standards to support best practices from established independent organizations focused on quality and patient safety.

Quality and Patient Safety Strategy and Planning (35%)

- Provide overall leadership and support the vision for quality and patient safety within the service delivery organization working collaboratively with executive, and sites and service leaders support the development of a culture of patient safety, continuous improvement and learning.
- Guide the organization in the delivery of systemic accreditation reporting to senior health leaders.
- Build relationships throughout the health system to champion a culture of quality and patient safety.
- Advance client-centered focus involving patients, clients, residents and caregivers as knowledge partners in quality and patient safety initiatives.

- Communicate and ensure the achievement of the outcomes defined in the approved operating plan, participate in the development of operating plans for patient services and support the alignment of operating plans with enterprise-level plans.
- Identify and inform colleagues and senior leaders of immediate and long-term opportunities and risks.
- Identify and develop new and updated policies, procedures, standards and practices for the unit.

Quality and Patient Services Management and Delivery (35%)

- Coordinate and deliver quality, patient safety and accreditation supports to sites and services to support overall organizational requirements.
- Collaborate with stakeholders and inform senior management of needed modifications to programs and services to meet ongoing client needs in a dynamic environment.
- Plan, recommend procurement or development, deliver assigned quality and patient safety projects, and ensure ongoing services delivery.
- Prepare service continuity and recovery plans aligned with overall business continuity plans.
- Oversee implement and manage progress to ensure service delivery of quality, patient safety and accreditation support programs according to defined service management standards within assigned areas.
- Recommend, implement, ensure the quality of and compliance with policies, standards, processes and procedures.
- Research, collect and maintain current knowledge and information on trends in quality, patient safety, accreditation clinical and enterprise risk with a focus on accessible health-care services.
- Engage teams of clinical leadership including physicians in quality and patient safety activities to investigate and report on critical incidents, encouraging accountability for patient safety at every level of the organization.
- Lead and monitor adoption of standard patient safety processes, tools and resources service delivery organization (e.g. infection prevention and control, medication and surgical safety).
- Support the implementation of provincial policies for patient safety.
- Include patient advisors or partners in patient safety initiatives and activities as appropriate.
- Identify and coordinate audits (e.g. patient safety, infection prevention and control) in priority areas in consultation with clinical stakeholders.
- Participate as directed in quality and patient safety forums and structures.
- Implement the provincial patient safety education and training.
- Lead and monitor the Consumer Concern process.
- Develop and monitor corporate and clinical level risk registers in consultation with senior leaders and clinical stakeholders.

Business Unit Performance Management (10%)

- Develop and manage the approved budget and expenditures for the business unit to align with approved operation plans and policies.
- Lead the business unit to achieve goals and performance targets established in alignment with the overall strategic and operating plans including communicating priorities, required resources (physical, human, financial, technological, intellectual), activities and deadlines, and any necessary changes.

- Manage the ongoing capacity of the business unit and ensure accurate, timely and relevant client services are provided and modified as needed.
- Cultivate and model a culture of client service; collect feedback from senior leaders on the performance of business unit to evaluate and improve the performance of the function.
- Identify and implement opportunities for improved business unit performance through efficiencies such as in operational expenditures or vendor costs.

Workforce Management (20%)

- Lead and mentor staff in an engaged work environment focused on supporting the operating goals of the organization through patient safety and patient, family and public engagement initiatives with a culture of client service.
- Collaborate with senior leaders to establish and maintain a functional organization structure for the unit and an accompanying workforce/talent plan.
- Delegate and assign accountability for important outcomes aligned with strategic and operating goals to appropriate staff in the work area; providing ongoing support, coaching, mentorship and direction to build staff capabilities and ensure goals are achieved.
- Model and ensure compliance with all organizational policies, procedures, standards of practice and guidelines, and all external legislative, regulatory, accreditation and applicable professional requirements.
- Evaluate and manage the performance of direct reports.
- Provide performance feedback to colleagues based on direct interaction and outcomes related to effective collaboration and service integration.

OTHER

- Pursuant to the Regional Health Authority Act, Interlake-Eastern RHA is designated bilingual (English/ French). Accordingly, all employees accept the responsibility to support clients in their official language of choice.
- Performs other duties as assigned.

QUALIFICATIONS

EDUCATION/CERTIFICATION:

- Post-secondary degree in a clinical discipline, business or public administration.
- Additional education/preparation in management and/or leadership.
- Active member in good standing of an associated regulatory body as appropriate.

REQUIRED KNOWLEDGE:

- Knowledge of patient safety and risk management.
- Knowledge of quality improvement and accreditation.
- Knowledge of relevant legislation and regulations.
- Knowledge of program planning, development and evaluation.

EXPERIENCE REQUIRED:

- Five (5) years of progressive experience in health service delivery involving quality and patient safety operations, accreditation, or quality assurance and including:
 - Three (3) years of experience implementing quality and patient safety standards

- and processes for health care facilities.
- Three (3) years of experience supporting critical incidents investigations within the health services industry.
- Three (3) years of experience managing people, financial and physical/material resources.

SKILLS/COMPETENCIES:

- Demonstrated mid-to-senior leadership capabilities, adopting the LEADS in a Caring Environment framework.
 - Advanced level of written and oral communication skills.
 - Competent in Windows based programs (MS Word, Excel, PowerPoint, Outlook)
 - Ability to motivate and inspire positive performance
 - Valid Manitoba drivers license.
 - Mental and physical ability to meet the demands of the position.
 - Given the cultural diversity of our region, the ability to communicate in more than one language would be considered an asset.
 - Proficiency of both official languages is essential for target and designated bilingual positions.
 - Completes and maintains a satisfactory pre-employment security check.
 - Satisfactory employment record.
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WORK CONDITIONS

- The incumbent functions autonomously on a day-to-day basis and manages assigned duties accordingly.
 - Will be required to travel throughout the region as duties may require.
 - No hazardous or significantly unpleasant conditions.
 - All health care workers are required to be immunized as a condition of employment in accordance with the Interlake-Eastern RHA Policy GA-13-P-110 Required Immunizations for Health Care Workers.
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WORKPLACE SAFETY AND HEALTH

The incumbent contributes to making the organization safe for clients and staff and recognizes the importance of reporting unsafe situations and participating in follow up reviews as a learning opportunity.

- Provides a safe environment by ensuring adherences to Workplace Safety and Health Regulations and Policies, Infection Control Guidelines, WHMIS and Safe Work Procedures. Immediately investigates and recommends corrective action on any unsafe acts, work conditions, incidents, near misses, injuries or illnesses.
- Demonstrates understanding of role and responsibilities in fire prevention and disaster preparedness and participates in safety and health training programs including the health facility's Fire, Disaster and Evacuation Plan.


PATIENT SAFETY


- Ensures patient safety and patient safety activities are emphasized throughout orientation, training and ongoing performance evaluation and mentoring. Supports an environment which avoids, prevents and corrects all activities or actions which may result in an adverse outcome in the delivery of health care services. Patient safety is a standing item for all individual and departmental meetings.

Created: February 2017
Date

Revised: October 2024
Date

Approved by: _____
Regional Manager/ Supervisor Date

Approved by:  _____
Executive Lead/ CEO Jan 22, 2025
Date

Reviewed by:  _____
Executive Lead, Human Resources Jan 22, 2025
Date

Position descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff, and termination decisions. Well constructed position descriptions are an integral part of any effective compensation system.

All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills and abilities included have been determined to be the minimal standards required to successfully perform the position. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.