



Quality Specialist - 1 position	Posting #: 52817
Medical Affairs	Posting Date: March 27, 2024
St. Joseph's Hospital - London, ON	Submission Deadline: April 09, 2024
Full Time	Wade Baillie, Human Resources
Non-Union	

The Quality Specialist will ensure that the quality improvement initiatives that they support are designed and structured to achieve the five components of the quintuple aim.

Improved patient experience

Improved population health

Improved staff/care team experience and well-being

Increased value for money (and reduction of costs where possible)

Advanced health equity

They will lead the implementation and ongoing work of the College of Physicians and Surgeons of Ontario (CPSO) Quality Improvement (QI) Hospital Partnership Program. Regularly liaise with physicians to provide guidance on stream selection and project proposals under the Partnership Program. Profiles and represents improvement successes via abstract, poster and manuscript development. Create mid-year report template and QI poster template, and compile annually the mid-year report and the end of year QI booklet for the Partnership Program. The specialist will lead the development, execution and maintenance of a physician quality improvement education and training strategy in collaboration with Quality, Strategy and Innovation. Guide the physicians on quality improvement project development, methodology, and application; i.e. helping Physicians to prepare project proposals, progress reports. Guide and educate identified physicians aligned with projects/initiatives to grow their skill-set in quality improvement and change management strategies and processes.

Essential Qualifications

- Bachelor's degree in Business, Health Administration, Engineering or Social Sciences
- One of the following certifications required: process improvement methodology such as Lean Six Sigma (green belt), Lean, TPS (Toyota Production Systems Training), Risk Management or Project Management Professional
- Minimum of 5 – 7 years of experience leading quality improvement initiatives, care-model redesign(s), clinical process improvements or health system transformation
- Experience managing/leading resources as part of projects or initiatives
- Proven experience in leading and facilitating transformational quality and safety change in health systems and in collaboration with system partners required
- Evidence of leading change from a patient and family/caregiver engaged model required
- Demonstrated ability to influence/drive decisions and the activity of project and program leaders
- Knowledge and demonstrated experience leading change management, with the ability to apply change management principles and coach clinical teams through the change process
- Ability to apply a systems-focused approach to achieve optimal results in quality, safety, efficiency and productivity
- Demonstrated skills in developing evaluation frameworks/measurement plans and data analysis including the ability to develop monitor and utilize performance indicators to support ongoing improvement efforts;
- Strong analytical and critical thinking skills with the ability to analyze complex problems, interpret data in support of process redesign and to deal with situations where information is difficult to obtain, complex, or ambiguous;
- Demonstrated ability to drive data related changes – i.e. gather and integrate data from disparate sources to unearth trends and patterns; generate insights; present and explain information; and suggest improvements;
- Demonstrated experience working collaboratively with a range of internal and external stakeholder groups, particularly with physicians and teams, manage relationships, and influence a wide range of stakeholders

- Ability to work collaboratively with internal corporate teams to identify performance and outcome indicators, enabling effective monitoring and sustainability of QI initiatives
- Demonstrated ability to interact with people from all disciplines; at all levels of experience and at all levels of the organization;
- Excellent verbal and written communication skills with the ability to communicate information/ideas, in a manner that is easily understood by others required;
- Effective problem recognition and problem-solving skills with the ability to deal with situations where information is difficult to obtain, complex or ambiguous required;
- Detail oriented with excellent analytical skills related to proposal development/project management required;
- Demonstrates expertise in understanding operational excellence, quality improvement, change management and process redesign concepts including lean/six sigma required;
- Ability to work well independently, collaboratively as a team player with a variety of staff/stakeholders to undertake detailed analysis, report generation, and project implementation required.
- Proficient in MS Office: Excel, Access, PowerPoint, Visio, Word and the ability to process map;
- Knowledge of a Safety Culture in a Health Care Setting in compliance with the OHSA

Preferred Qualifications

- Power BI Certification (Asset)
- PMP Certification (Asset)
- Proficiency in French would be an asset

Teaching and Research

- St. Joseph's Health Care London through its affiliation with Western University and Fanshawe College is a leading research and teaching hospital. As an employee of St. Joseph's, you will be expected to engage in role related teaching and research activities in addition to any of your duties.

Immunization Requirements

- Provide documentation you have received two doses of the Covid-19 vaccine (primary series, boosters and/or XBB) OR one dose of XBB vaccine at least 14 days prior to the start date.
- Provide vaccination records or proof of immunity against measles, mumps, rubella and varicella (chicken pox)
- Provide documentation of the Tuberculosis skin testing

Your interest in this opportunity is appreciated.

Human Resources and Leaders use your profile information to evaluate your application for the vacancies you apply to. Only those under consideration will be contacted.