



NON-CONTRACT ROLE DESCRIPTION

JD2326

ROLE TITLE:	Manager, Laboratory Quality	ROLE DESCRIPTION NO.:	00551
DEPARTMENT:	Laboratory Medicine, Pathology & Medical Genetics	HEABC REFERENCE NO.:	1872388
REPORTING TO:	Director, Clinical Service Delivery	HSCIS CODE:	04071
CLASSIFICATION:	NCEM/Range 9	JOB CODE:	04071A

ROLE SUMMARY

In accordance with the Vision, Purpose, and Values, and strategic direction of the Vancouver Island Health Authority (Island Health), patient and staff safety is a priority and a responsibility shared by everyone; as such, the requirement to continuously improve quality and safety is inherent in all aspects of this position.

Reporting to the Director, Clinical Service Delivery, the Manager, Laboratory Quality is responsible for island-wide laboratory quality management including oversight of policy and procedures, external assessment (i.e. Accreditation), process improvement initiatives, and implementation and management of laboratory standards including Medical Laboratories ISO 15189 standards, Clinical Laboratory Standards Institute (CLSI) guidelines, Health Canada Standards, and current good manufacturing processes.

Responsible for planning, organizing and directing the senior laboratory team and their activities to ensure an integrated Laboratory Medicine Service that is patient centric, accountable, and high quality, defined as care that is: Efficient, Effective, Equitable, Accessible, Acceptable, Appropriate, and Safe.

DUTIES AND RESPONSIBILITIES:

1. Develops and implements health authority wide policies, processes and procedures in accordance with regulations governing the Department of Laboratory Medicine.
2. Responsible for ensuring that all health authority laboratories are compliant with the College of Physicians and Surgeons Diagnostic Accreditation Program ISO15189 accreditation standards and Health Canada regulations.
3. Oversees all the regional accreditation assessments for the laboratory. Coordinates assessment and has regular meetings with Diagnostics Accreditation Program leaders.
4. Assesses compliance with licensing bodies through regular audit.
5. Identifies opportunities for improvement and leads process improvement projects for all health authority laboratories.
6. Works collaboratively with laboratory physicians & other Managers to develop and implement a shared vision of seamless service and continuum of care model for patients across all island communities.
7. Decision support and business analytics: Produces reports to aid in decision making, provides recommendations resulting from analysis, and manages data stewardship.
8. Oversees health authority wide project delivery methodology for the laboratory and directs project management resources.
9. Oversees the development, implementation, and review of health authority wide departmental policies, processes and procedures in accordance with professional, legal and Island Health standards. Coordinates and directs the laboratories document control system.

10. Monitors compliance with regulatory standards through review of:

- External assessments from regulatory, accreditation, audits and inspections;
- Benchmarking activities with other institutions;
- Internal audits and surveys;
- Incident management report trends;
- Performance indicators;
- Production of and analysis of metrics.

11. Liaises with Regional Managers, Laboratory Services to ensure:

- Pre and post analytic strategies support analytic functions;
- Compliance with regulatory standards;
- Staff training and competence;
- Information systems, management and statistical report availability;
- Quality assurance monitoring and reporting;
- Effective transport and logistics are in place and monitored to enable appropriate turnaround time and quality of sample analysis;
- Projects are delivered on time and on budget.

12. Liaises with other departments and programs such as Patient Safety & Quality, Clinical Governance, Infection Control, Occupational Health and Safety, Risk Management and Clinical Nurse Leaders to develop policy and process to comply with respective regulatory standards.

13. Provides direction to staff so they can perform supervisory or leadership roles and responsibilities. These duties will include Island-wide:

- Quality management, including quality assurance, quality control, and continuous quality improvement;
- Process improvement;
- Clinical Trial program;
- Point of Care Testing;
- Student training and safety;
- Pre-analytics.

14. Develops annual operating supply and capital equipment budgets. Monitors salary and supplies expenditures against approved budgets.

15. Participates on appropriate provincial committees.

16. Provides leadership for the development and implementation of competency assessment programs as mandated by licensing bodies.

17. Facilitates and manages island wide processes to ensure fully integrated, high quality and cost effective laboratory service. Prepares reports reflective of achievement and regularly reports on progress to the Laboratory Clinical Governance Council.

18. Acts as Administrative Laboratory Director designate as required.

19. Coordinates selection, orientation, evaluation and termination of subordinate staff, providing administrative supervision.

20. Interprets and applies the various collective agreements for unionized staff, or terms and conditions for non-contract staff. Represents the Employer in labour relations matters and determines the disposition of grievances.

21. Performs other duties as assigned.

QUALIFICATIONS:

Education, Training And Experience

Graduation from an approved training program for Medical Laboratory Technologists plus current registration with the Canadian Society for Medical Laboratory Science. Post graduate training in business or health administration preferred. Minimum seven (7) to ten (10) years of relevant experience, preferably in the health care field with a focus on quality management, including at least five (5) years of experience in the management or supervision of a multi-section or multi-site medical laboratory service. Project Management experience an asset.

Skills And Abilities

- Demonstrated leadership ability and highly developed interpersonal and communication skills.
- Demonstrated commitment to client focused services and teamwork.
- Ability to integrate administrative, professional and operational aspects of the department throughout Island health in an effective and efficient manner.
- Ability to develop and nurture an environment where quality improvement principles are embraced and used on a continuous basis.
- Physical ability to perform the duties of the position.