



## NON-CONTRACT ROLE DESCRIPTION

JD4211

<b>ROLE TITLE:</b>	Manager, Medical Imaging Quality and Operations	<b>ROLE DESCRIPTION NO.:</b>	01587
<b>DEPARTMENT:</b>	Medical Imaging	<b>HEABC REFERENCE NO.:</b>	18721238
<b>REPORTING TO:</b>	Director, Medical Imaging	<b>HSCIS CODE:</b>	04076
<b>CLASSIFICATION:</b>	NCEM/Range 9	<b>JOB CODE:</b>	04076C

### 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, Medical Imaging, the Manager is responsible for island wide medical imaging quality management including oversight of policy and procedure documents, external assessment (i.e. Accreditation), process improvement initiatives, radiation safety, quality assurance / quality control, and education. Additionally, responsible for the operation and management of assigned Medical Imaging Services which includes: General Radiography, CT Scanning, MRI Scanning, Nuclear Medicine, Ultrasonography, Mammography, Fluoroscopy and Interventional Procedures.

Responsible for planning, organizing and directing assigned senior staff and Department/Program activities and projects to ensure an integrated Medical Imaging Service that is high quality, patient centric, affordable, cost effective, sustainable and accountable.

### DUTIES AND RESPONSIBILITIES:

#### 1. Quality Portfolio:

- Facilitates a culture of continuous improvement and develops tools to enable local continuous quality improvement.
- Identifies opportunities for improvement and leads process improvement projects.
- Oversees project delivery methodology for the program and directs project management resources.
- Monitors compliance with regulatory standards through regular audit and review of external assessments from regulatory/licensing bodies, accreditation institutions, audits and inspections.
- Manages external assessment processes and the implementation of recommendations resulting from external assessments.
- Oversees the development, implementation, and review of departmental policies, processes and procedures in accordance with professional, legal and Island Health standards.
- Coordinates, maintains and directs the use of the medical imaging document management system.
- Manages relationship with medical imaging customers and synthesizes feedback to inform improvement activities:
  - Gathers patient and provider feedback
  - Oversees complaint and non-conforming event processes
- Leads decision support and business analytics activities. Collects, analyzes and synthesizes information into actionable recommendations, including:

- Benchmarking activities with other institutions
  - Internal/External audits and surveys
  - Incident management report trends
  - Performance indicators and metrics
  - Manages Medical Imaging risk register and risk management methodology
  - Manages quality governance processes and resources:
    - Supports a governance structure that ensures decisions are made with approval of appropriate stakeholders in a timely fashion.
    - Tracks significant actions and recommendations from medical imaging teams and committees and ensures they flow through appropriate governance structures prior to implementation.
  - Manages activities of Medical Imaging Modality Excellence Teams.
  - Oversees Medical Imaging Quality Assurance (QA) Program, including testing and inspections for imaging modalities, diagnostic imaging equipment, image delivery, and a preventative maintenance program. Maximizes compliance of the QA Program with accreditation requirements.
  - Leads Radiation safety program and ensures compliance with radiation safety regulatory requirements.
  - Manages medical imaging education portfolio including education funding, staff education programs, student programs, and relationships with educational institutions.
2. Operations:
- Works collaboratively with other Medical Imaging Managers to develop a shared vision of seamless service and continuum of care model for patients across all island communities. Ensures appropriate Imaging procedures are performed that meet the needs of the communities served, while recognizing constraints in the provision of some of the restricted procedures, and appropriate referral patterns and tracking mechanisms are monitored.
  - Develops plans and monitors annual and/or project operating and capital budgets as assigned to support the strategic direction and development of the Department; tracks revenues; and ensures expenditures, including salaries and supplies, are within established parameters of approved budgets.
  - Works collaboratively with other Managers and senior staff to ensure: Pre and post operations support imaging modalities; Compliance with regulatory standards; Staff training and competence; Information systems, management and statistical report availability; Quality assurance monitoring and reporting.
  - Provides leadership and direction for day to day operations and is responsible for the:
    - Development and implementation of technology strategies to support local operational needs.
    - Development of strategies for equipment 'downtime' and 'contingency' situations.
    - Develop, implement and maintain policies, processes and procedures for business services, prepared in collaboration with supervisor and appropriate staff.
    - Assessment and monitoring of work practices and identifying opportunities for process improvements.
  - Ensures compliance with professional, legal and Island Health standards.
  - Monitors and evaluates the achievement of service objectives.
  - Uses indicators to analyze and define changing service delivery needs. Provides reports and recommendations to the Director/Medical Director to support evidence based decision making. Participates in the development of short and long range service objectives in support of the strategic directions of the Department and Island Health.
  - Provides strategic management of workflow and human resources ensuring effective and efficient work practices supporting integration between all sites.

- Provides leadership and direction to senior staff in the coordination of the selection, orientation, evaluation of staff; conducts performance planning and review of senior staff; disciplines and terminates staff; and ensures continuing staff development, education and training is provided within budget guidelines.
- Interprets and applies various collective agreements for unionized staff, and terms and conditions for non-contract staff.
- In partnership with Human Resources, represents the Employer in labour relations matters and determines the disposition of grievances.
- Represents the Department at the managerial level at various Island Health and committee meetings as assigned.
- Provides strategic management of workflow and human resources ensuring effective and efficient work practices supporting integration between all sites as noted above.
- Monitors salary and supplies expenditures against approved budgets.
- Performs other duties as assigned.

## **QUALIFICATIONS:**

### **Education, Training And Experience**

A level of education, training & experience equivalent to a bachelor's degree in a relevant discipline, which may include business administration, project management or finance education, plus seven (7) years' recent and related experience in the health care field. Experience with process improvement methodologies and best practice; experience in medical imaging and/or quality management preferred.

### **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.