NON-CONTRACT ROLE DESCRIPTION

JD4860

ROLE TITLE:	Leader, MHSU Strategic Quality Initiatives	**ROLE DESCRIPTION NO.:**	4860
DEPARTMENT:	Mental Health & Substance Use - Strategic Clinical Network	**HEABC REFERENCE NO.:**	18721499
REPORTING TO:	Director or designate	**HSCIS CODE:**	04099
CLASSIFICATION:	NCEM/Range 8A	**JOB CODE:**	91367

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 or designate, the Leader provides leadership, support and coordination of the MHSU Strategic Clinical Network quality assurance and quality improvement activities including the required operational enablers. Specifically, the scope of this work includes supporting the re-development and sustainment of a regional quality strategy within the structure of the MHSU Strategic Clinical Network (SCN), which is delivered in partnership with MHSU operational leaders and with the guidance of key advisory bodies.

In collaboration with the MHSU - SCN Director accountable for Strategic Quality this role will provide leadership to the MHSU Quality Council and ensure alignment with the Council Terms of Reference including alignment with broader Island Health quality governance. A primary role of the leader is establishing partnerships with operational and other key practice advisors to establish the processes, standards and infrastructure to develop and maintain a range of permanent and evolving Practice Networks and Advisory groups to enable realization of the strategic quality plan. The leader will collaborate with SCN evaluators, quality governance structures, advisory groups and other key stakeholders to initiate and maintain reporting in alignment with the MHSU Strategic Quality Plan, including the development and reporting of quality metrics.

The leader will provide overarching leadership for the Accreditation Work Plan for the Program including partnership with operational leaders to implement and execute the work plan.

Travel may be a requirement of this position. Transportation arrangements must meet the operational requirements of Island Health in accordance with the service assignment and may require the use of a personal vehicle.

DUTIES AND RESPONSIBILITIES:

1. Establishes partnerships and engagement structures to collaborate implement and sustain effective and efficient practice networks and advisories to enable knowledge exchange between operations and strategic leaders, MHSU-QC mandates, implementation of Clinical initiatives and establishment of Communities of Practice (POC) through:

- Development of a framework and Workplan which are evaluated every six months and ad hoc as required to maintain alignment with evolving needs and priorities.
- Establishing standardized processes and resources (e.g. TOR's, agendas, reporting templates) to support consistent, efficient and coordinated activities that maximize the return on investment.
- Leading the initiation of practice networks in collaboration with operational teams, MHSU SCN members and other partners (e.g. physician advisors, strategic planners).

- Establishing and implementing sustainability plans for Practice Networks and Advisories which optimizes operational leadership with ongoing support and consultation with the Quality lead to maintain intended outcomes. Maintains documentation and status reporting of key fidelity and performance indicators for Practice Networks and Advisories for monthly reports to the director.

2. Participates in Quality Council by:

- Facilitating the development of agendas in partnership with the designated SCN director as well as operational directors
- Facilitating status reports from Practice Networks and Advisories to the Quality Council. Setting agendas and providing concise reports from program quality committees;
- Partnering with Operations Managers and Patient Safety Consultant in the review and presentation on PSLS incidents
- Supporting the implementation of recommendations identified as priorities by the Quality Council and Strategic Clinical Network Leaders
- Developing and maintaining a risk registry for program;
- Leads the development of the Program's Island Health Plan and the Accreditation Work Plan and coordinates work resulting from the plan with managers and physician leads.
- Reporting on assigned Work Plans.
- Performing other leadership and facilitative function to meet the mandate of the MHSU quality council.

3. In collaboration with operations and advisors, facilitates the development, implementation and ongoing oversight of standardization of care and work processes (including Clinical Standards) to enhance safety and quality. Supports the successful navigation of standards through designated governance processes including linkage with other quality councils. May work in partnership with designated standards leads to perform functions.

4. Facilitates the flow of information regarding quality issues/initiatives across the Program and up to the Island Health Combined Quality System.

5. Identifies and communicates significant risks to client welfare and/or the organization to the Director or designate.

6. Provides education and expert support to staff of the Program in the design, implementation and evaluation of quality initiatives.

7. Works collaboratively with MHSU-SCN team members to advance quality goals and objectives with Island Health's Strategic Plan.

8. Performs other related duties as required.

QUALIFICATIONS:

Education, Training And Experience

A level of education, training and experience equivalent to a Master's Degree in a related health field and seven (7) years related experience including two (2) years' experience in quality improvement and evaluation, and three (3) years in MHSU clinical service delivery. Valid BC Driver's License.

Skills And Abilities

- Educational preparation in quality improvement certificate in quality improvement or equivalent training in the use of quality improvement methods and tools.
- Ability to communicate effectively, both verbally and in writing.
- Ability to establish and maintain effective working relationships.
- Ability to effectively self-manage time as it relates to deadlines and workload.

- Ability to facilitate solution-focused approaches through innovation and creativity.
- Ability to work in a collaborative, interdisciplinary team.
- Ability to model organizational values and principles.
- Ability to identify, plan and complete both small and large scale initiatives.
- Ability to apply critical thinking to achieve optimal outcomes.
- Ability to utilize a range of technological supports and software (e.g. PowerPoint, Visio, Excel, SharePoint)
- Physical ability to carry out the duties of the position.