



NON-CONTRACT ROLE DESCRIPTION

JD5304

ROLE TITLE:	Quality Assurance/Compliance Lead MHA	ROLE DESCRIPTION NO.:	5304
DEPARTMENT:	Mental Health and Substance Use	HEABC REFERENCE NO.:	18721481
REPORTING TO:	Manager or designate	HSCIS CODE:	03099
CLASSIFICATION:	NCEC/Range 7	JOB CODE:	91550

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 Manager or designate, the Quality Assurance/Compliance Lead provides leadership, support and coordination of strategic service improvements according to legislative and provincial requirements. The Lead is responsible for reviewing and leading quality assurance measures in order to ensure the accurate and timely completion and distribution of Mental Health Act (MHA) forms by staff, patients and physicians. Assists the organization with the development of standard procedures, guidelines and controls to improvement their electronic health record management to meet MHA compliance and disclosure requirements.

Specifically, the scope of this work includes establishing strong partnerships with MHSU and non-MHSU operations, medical leaders and others for the (re)development of processes, care delivery, and procedure and policy changes for initiatives identified as a priority. In addition, the Lead collaborates on the development and implementation of education, change management process and training strategies to support MHSU and non-MHSU staff and clinicians through these changes. They will partner with other members of the Strategic Clinical Networks (SCN) team as well as other Island Health departments in order to advance initiatives Reviews outcomes with the Manager or designate on an ongoing basis and provides recommendations for improvements and risk reduction. Works with the organization's partners to standardize processes for the release of documentation consistent with Mental Health Review Board (MHRB) disclosure requirements. Provides training and educational sessions and materials to assist in staff and physician understanding of forms process, content and legal requirements to complete forms and meet notice requirements.

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. Working with the Manager or designate, leads, guides, negotiates and facilitates initiatives as assigned through initiation, transition, and operational sustainment.
2. Establishes and maintains strong collaborative relationships with clinical operational leaders, non-clinical leaders, team members and physicians.
3. Leads and or participates in working groups, advisory groups, Steering Committees and team meetings to meet the objectives of clinical initiatives. Ensures that all partners are kept informed, on side, and engaged with the project. Conducts and chairs meetings as required.
4. Prepares, facilitates and/or maintains related planning, monitoring and reporting documentation including governance documents, engagement planning, evaluations, work schedules, status reports and registers of issues and risks.

5. Communicates with senior management regarding status of assigned initiatives including group presentations and/or summary briefing documentation.
6. Selects, trains, coaches and supervises the work of any staff assigned to a designated initiative. This may entail a matrix reporting structure with other organizational leaders, including responsibility to discipline and discharge.
7. Advises on Mental Health Act related clinical and non-clinical practice and workflow issues for MHSU and non-MHSU leaders, physicians and staff in various facilities and programs across the region.
8. Supervises and provides supports as needed for the Mental Health Act auditing and reporting processes across the organization.
9. Plans and monitors budgets associated with implementing expectations of the legislation.
10. Participates in relevant provincial discussions related to changes in MHA forms, legislation and expectations for Health Authorities.
11. Ensures completion of and oversight responsibility for MHA Audit processes including form tracking, development of support tools and databases, completion of monthly auditing and quarterly reporting to Island Health Leadership and Ministry of Health. Supports the development and provision of education and knowledge translation with leaders, staff and physicians.
12. Completes the Quarterly MHA forms Audit Outcomes Reports for Island Health leadership and Ministry of Health, and distributes as appropriate.
13. Works with partners to standardize the data reporting process for Review panels across the region and assists in the preparation of MHRB panel hearing record disclosures to advocates to ensure compliance with disclosure requirements.
14. Liaises with other health authorities mental health leadership on standardizing MHRB disclosure requirements as required by directives including assuring up-to-date inventory and access to relevant documents within applicable timeframes while maintaining patient confidentiality.
15. Participates in conducting training sessions and education materials to improve form comprehension and completion and understanding of legal requirements under the MHA.
16. Works to ensure form standardization in the Island Health Electronic Health Record (EHR) system. Collaborates with CST-Cerner, Paris, Profile EMR and Meditech to promote MHA forms standardization (MHSU, Acute, Community and Tertiary) within and across systems to ensure consistency and provision of adequate information.
17. Supports the development of the Provincial MHA Forms Repository by providing subject matter expertise around records management processes.
18. Manages bi-annual mandated Mental Health Board review process by maintaining up to date database/inventory of patients/clients on extended leave.
19. Performs other related duties as required.

QUALIFICATIONS:

Education, Training And Experience

Bachelor's Degree in Health Information Science, Records Management or other relevant field plus three (3) to five (5) years' of recent, related experience including significant experience with auditing processes, records management and disclosure requirements in a mental health care setting or an equivalent combination of education, training & experience. Knowledge and experience with electronic health record and database development/management required.

Valid BC Driver's License.

Skills And Abilities

- Demonstrated knowledge of Mental Health Act (MHA) legislation, regulations, standards and policies.

- Ability to assess policies and procedures, interpret legislation and directives, and formulate innovative and progressive approaches to service delivery and program issues.
- Demonstrated attention to detail, ability to be thorough and accurate with excellent data management skills.
- Demonstrated ability to participate in the developing and the implementing of new processes and procedures related to services in a health care setting.
- Demonstrated knowledge of records management systems, policies and procedures.
- Demonstrated ability to plan, implement, and organize and problem solve in a complex dynamic environment and across multiple sites supporting leaders and physicians.
- Ability to lead and participate in qualitative improvement processes and develop and nurture an environment where quality improvement principles are used on a continuous basis.
- Proven ability to facilitate, negotiate, and remain neutral in situations.
- Demonstrated commitment to Cultural Safety and Humility, trauma-informed and recovery-oriented practices.
- Ability to prepare education materials and facilitate training sessions/workshops.
- Ability to communicate effectively, both verbally and in writing.
- Demonstrated ability to understand and clearly relate technical information to other members of the organization.
- Ability to work effectively, both independently and as part of a team.
- Ability to provide guidance and direction to others.
- Ability to organize, prioritize and balance work.
- Ability to operate related equipment, including computer software applications including Microsoft Office Suite tools - Excel, PowerPoint, internet and email systems.
- Physical ability to carry out the duties of the position.