

The **Provincial Health Services Authority (PHSA)** plans, manages and evaluates selected specialty and province-wide health care services across BC, working with the five geographic health authorities to deliver province-wide solutions that improve the health of British Columbians. ***PHSA embodies values that reflect a commitment to excellence. These include: Patients first • Best value • Results matter • Improvements through knowledge • Open to possibilities.***

Leader, Patient Safety, Quality & Accreditation, Paediatric Emergency Department

Temporary Full-time (September 2011 to September 2012) or until return of incumbent
Vancouver, British Columbia

The Patient Safety, Quality and Accreditation (PSQA) Leader assists the Agency Director with planning, implementing, coordinating and monitoring program-specific, population based quality and performance improvement programs, focusing on maintaining an environment of continuous improvement. The PSQA Leader collaborates with clinical and administrative leaders and staff within and across PHSA agencies to prioritize improvement projects, and develops, implements, monitors, and evaluates the process.

- Works with agency program staff to develop, implement, and evaluate clinical service outcomes and performance; prioritize quality initiatives based on program functions, needs and performance measurement system; plan, develop and implement Patient Safety and Quality Improvement education, initiatives and materials including evaluation and PS&QI sustainment tools.
- Ensures PHSA and Agency based quality and safety activities are in alignment with accreditation requirements. Provides accreditation education to program staff as required. Lead program level actions to respond to recommendations arising from accreditation surveys, and to address new accreditation requirements.
- Leads retrospective (e: Root Cause Analysis) and/or prospective reviews (e.g. Failure Modes Effect Analysis) necessitated by safety events, critical incidents or process issues related to the program; monitor program staff and physician perceptions of safety, risk and quality improvement.
- Proactively educates program staff regarding regulatory issues, new statutes and/or guidelines, and safety, quality, and risk management activities
- Contributes to continuous quality improvement of the department by identifying and evaluating new initiatives, developments and trends in Patient Safety and Quality Improvement (PS&QI), participating in corporate lead process improvement initiatives such as imPROVE.

A Master's degree in Nursing, Health Administration, or related health discipline is preferred. A minimum of 5 years of clinical practice in the program area and experience in leadership and quality and safety.

Knowledge and expertise in Quality Management, Performance Improvement, Patient Safety and Accreditation standards preferred. Working knowledge of legal, ethical, and clinical issues associated with standard of care practices, and Accreditation Canada requirements. Working knowledge of evaluation techniques and methodologies including statistical analysis methods and presentation of information. Demonstrated analytical and problem-solving skills with a global perspective in order to incorporate the organization's systems and strategies when developing viable solutions to program problems.

We invite you to apply by clicking the "**Apply Online Now**" button where you can register for the first time or enter your Username and Password in order to re-access your profile on our system.

Applications will be accepted until **the position is filled.**

For more information on all that the PHSA has to offer, please visit: <http://careers.phsa.ca>

The PHSA is committed to employment equity and hires on the basis of merit. We encourage applications from all qualified individuals, including Aboriginal peoples, persons with disabilities and members of visible minorities.