

## **Clinical Quality & Patient Safety Director**

**005581**

### **Role Summary:**

Reporting to the Executive Director, Clinical Quality & Safety, the Clinical Quality and Patient Safety Director is a member of the Senior Leadership team for the designated Health Services Delivery Area (HSDA) and is responsible and accountable for the strategies and leadership of clinical quality and patient safety. Acts as a Member of the Regional Quality and Patient Safety team and has a matrixed relationship with the Chief Operating Officer (COO) of the designated HSDA. Working in close collaboration with respective COO and management team members, the Director supports strategic plans and the vision and values of Vancouver Coastal Health (VCH) through designing and developing quality improvement programs in accordance with operational demands. Ensures that common barriers to change are identified and effective regional solutions are agreed upon. Working closely with other regional initiatives for example professional practice, to ensure alignment and sustainability.

The Clinical Quality & Patient Safety Director leads the implementation and integration of best-practice patient safety and quality initiatives including the implementation of the Patient Safety and Learning System, a provincial initiative. The Director is responsible for ensuring the strategic implementation and monitoring of key infection control initiatives/indicators as well as the Ministry of Health key strategies for Clinical Care Management.

The Director provides expertise in the application of quality improvement evidence-based systems and tools and facilitates planning, implementation, and sustainability of key regional Clinical Quality & Patient Safety initiatives across Vancouver Coastal Health (VCH). Responsible for providing leadership in Patient Safety and Quality activities including evaluation, research, accreditation, and event management to continually support the reduction of preventable adverse events during the provision of care. Liaises with various external agencies to exchange best process innovations. Key partnerships are with senior and clinical level management. Reporting directly to the Director are Senior Infection Control Staff and Coordinators.

### **Key Accountabilities:**

- Provides leadership and expert advice on patient safety and quality issues to the HSDA Senior Leadership Team.
- Leads the development, implementation and evaluation of quality improvement and performance measurement processes and programs to continually improve the provision of patient/client care; facilitates interdisciplinary quality improvement initiatives and activities and develops action plans for issues arising from external reviews.
- Provides leadership and development support for identification of performance indicators and measures. Provides consultative services relating to quality management principles, concepts, tools and methods.
- Facilitates dissemination of Utilization Management information and develops and implements strategies to optimize use of resources.
- Leads the evaluation of the quality improvement and patient safety programs by implementing resource management strategies to monitor effectiveness.
- Provides leadership in the accreditation process; ensures that the standards of Accreditation Canada are completed per established timelines.
- Maintains awareness of current Quality Improvement, Patient Safety and Information Management trends and issues through literature review; conducting industry comparisons; benchmarking reviews; seminars and workshops.
- Promotes a culture that encourages a healthy work environment, individual responsibly and personal commitment to continuous quality improvement and patient safety.
- Recruits and manages assigned staff in accordance with professional standards, performance expectations and current legislated/contractual obligations.

- Manages and provides a safe and healthy workplace for patients/clients and staff and ensures that health and safety requirements for operational area are met. Reports unsafe situations; investigates and takes corrective action and/or notifies appropriate personnel.

### **Qualifications:**

Masters' Degree in a related health profession plus eight (8) years' recent, related experience in clinical quality and patient safety in a complex health care environment including progressive clinical practice, education, research, project management and leadership experience. Current practicing registration with an applicable regulatory body such as the CRNBC.

### **Competencies:**

Refer to the VCH enabling competencies for Senior Leader positions.

### **ROLE SPECIFIC EXPERTISE:**

- Competent decision making that manages and considers the potential impact to health authority service provision and client care, as well as considers industry trends, Ministry of Health initiatives, and government directions including Accreditation Canada, B.C. Patient Safety and Quality Council and the Canadian Patient Safety Institute.
- Utilizes sound business acumen to manage the fiscal resources in a manner that is financially responsible and consistent with the overall goals of the organization.
- Applies project management methodologies in the design and development of various frameworks, tools, and techniques.
- Strong systems-thinking, critical analysis, problem-solving and decision-making skills.
- Demonstrated knowledge in quality and utilization management, quality improvement methodologies, principles, tools, and workload measurement; evidence-based practice in patient safety.
- Facilitates, collaborates and negotiates for effective resolution of clinical quality and patient safety issues.
- Demonstrated ability to communicate effectively with others at all levels of the organization.
- Identifies, collects and analyzes relevant information, including industry-wide assessments and research, to support health planning and sustainable quality improvement within the organization's clinical and administrative processes.
- Expertly understands health systems information, health services operations, and external health care environment to appropriately analyze complex information, research, and policy mandates.
- Provides expertise and support in the development of organizational goals and objectives, performance indicators, appropriate databases and statistical and analytical tools.

*This Role Description is intended to describe the general nature and level of work performed and is not necessarily an exhaustive list of responsibilities, duties and skills require*