



EMPLOYMENT OPPORTUNITY COORDINATOR QUALITY IMPROVEMENT & RISK MANAGEMENT

Reporting to the President/CEO and is a member of the Leadership Team the Coordinator, Quality Improvement and Risk Management is responsible for developing, coordinating, implementing and evaluating a Continuous Quality Improvement/Risk Management Program for SPH, to ensure achievable levels of quality care and risk control. Collaborates with other functional areas to ensure compliance and delivery according to legislated requirements and internal protocols.

- Organizes, implements, coordinates and monitors the Quality Improvement/Risk Management activities for SPH.
- Monitors the quality of resident care activities.
- Develops guidelines for use by departments in maintaining a Quality Improvement Program.
- Evaluates the effectiveness of the Quality Improvement/Risk Management program on an annual basis and develops methodologies to assure currency of systems and processes.
- Plans, designs, coordinates and/or conducts special education sessions, modules, processes and measurement tools.
- Prepares reports to communicate outcomes of quality/risk activities.
- Coordinates and supports on-site audits conducted by external stakeholders.
- Evaluates audit findings, and implements appropriate corrective actions.
- Assures compliance required by legislation and regulatory requirements with respect to quality/risk management.
- Coordinates and facilitates the accreditation process including ongoing work required to comply with the CARF Accreditation program including follow-up of recommendations and activities between surveys.
- Ensures management and staff are competent in the consistent application of the CQI process.
- Conducts CQI reviews throughout the Home to ensure the Home is delivering services in an effective and efficient manner, that the services are meeting residents, families and staff expectations, that administrative and management practices are meeting best practice standards of care and services, that processes, policies can be applied consistently and support excellent service delivery.
- Supports teams through the quality improvement process for specific projects as well as data management for support to the Leadership team and the Board of Directors.
- Develops and maintains policies and procedures for the CQI and Risk Management programs.
- Perform other duties as assigned.

EDUCATION OR EQUIVALENT KNOWLEDGE

- Diploma or Degree in Health Sciences, Quality Management, Business Administration or related field, with progressively responsible management experience preferably at a middle management level in a health care field, preferably a long-term care facility.
- Completed studies/training in Quality and Risk Management.
- Certification in Lean Six Sigma or equivalent would be considered an asset.

QUALIFICATIONS

- Comprehensive knowledge in the area of Continuous Quality Improvement/ Risk Management including theory and application.
- Solid understanding of data (e.g. audit tools, performance metrics, surveys) and how they can be used to measure quality, as well as compliance with the LTC Homes Act and Regulations.
- Sound knowledge of Long-Term Care programs, relevant legislation, and Accreditation standards.
- Knowledge of risk management concepts and ability to implement activities to mitigate risk.
- Strong communication skills (written and verbal) to interpret legislation, prepare

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reports, develop policies and effectively communicate information to residents, families and the interdisciplinary team.

- Experience with using LEAN tools or Six Sigma Tools for CQI.
- Excellent planning, organizing and presentation skills.
- Excellent critical thinking and analytical skills balanced with creativity.
- Ability to conduct needs assessment, analyze, interpret and act upon collected data.
- Ability to evaluate programs and act to introduce & implement improvement initiatives.
- Certification as a Quality Professional is an asset.
- Superior knowledge of software programs including demonstrated efficiency with Word, Excel, Power Point and familiarity with other software as required from time to time.

PRIOR EXPERIENCE

- Minimum of five (5) years in Healthcare, preferably LTC with three (3) years' experience in Quality Improvement/Risk Management or an equivalent combination of education and demonstrated experience.

CLOSING DATE: January 2, 2024

Applicants must submit their application via email to hr@stpats.ca.

Applications submitted after the closing date will not be considered.