

CancerCare Manitoba

POSITION PROFILE

POSITION TITLE: Director, Quality and Patient Safety
REPORTS TO: Chief of Population Oncology
ORGANIZATION: CancerCare Manitoba
DATE: June 2022

ABOUT THE CANCERCARE MANITOBA

VISION

A world free of cancer

MISSION

To reduce and, where possible, eliminate the burden of cancer on the people of Manitoba through exemplary programs of prevention, diagnosis, treatment, rehabilitation, continuing care, research and education.

VALUES

Respect For People

Dignity, fairness, openness, equity, collaboration, co-operation, sensitivity to cultural diversity and identity, compassion, privacy, confidentiality

Integrity

Honesty, objectivity, reliability, responsibility, fidelity, transparency

Stewardship

Prudence, sensitivity to risks, opportunities and sustainability of human and material resources and the natural and built environment, accountability

Excellence

Timeliness, efficiency, effectiveness, relevance, diligence, creativity, initiative

CCMB BY THE NUMBERS

- 1000 team members
- \$190 million operating budget
- 4 locations in Winnipeg
- 1 location in Brandon

CancerCare Manitoba (CCMB) is the provincially mandated cancer agency and is responsible for setting strategic priorities and long-term planning for cancer and blood disorders. CCMB provides clinical services to both children and adults. The cancer services the organization provides to Manitobans include prevention, early detection, multidisciplinary cancer treatment, supportive and end-of-life care. CCMB is also responsible for radiation protection throughout the province. In addition, the Research Institute at CCMB investigates all aspects of cancer and blood disorders, including research to improve the patient's experience while at CCMB.

CancerCare Manitoba relies on the ongoing support of Manitoba Health and its close working relationships with regional health authorities to deliver quality cancer services to Manitobans. The financial assistance provided by the donations of Manitobans to the CancerCare Manitoba Foundation is vital to undertaking research and providing quality care to Manitobans.

The organization's multidisciplinary approach to patient care attracts experts in medical, radiation, and surgical oncology, hematology, the best and brightest scientists, passionate nursing staff, and other dedicated healthcare professionals.

CCMB has four locations in Winnipeg. The main site at 675 McDermot Avenue provides chemotherapy and radiation treatments, patient support services and houses the Research Institute. In Brandon, in partnership with Prairie Mountain Health, the Western Manitoba Cancer Centre offers residents of western Manitoba access to radiation therapy, chemotherapy, and patient support services.

ABOUT THE DIRECTOR OF QUALITY AND PATIENT SAFETY

Reporting to the Chief of Population Oncology, the Director of Quality and Patient Safety provides organization-wide leadership, management, and support for the development, implementation, and integration of quality improvement and patient safety processes in the delivery of oncology services. This position, directly and indirectly, leads teams of professionals responsible for developing and deploying patient safety and clinical quality services and support to the organization. The Director also facilitates and monitors the implementation of a full range of quality improvement activities and is key to the implementation and monitoring of clinical practice guidelines, policies and standards across Manitoba in collaboration with CCMB's many partners.

KEY ACCOUNTABILITIES

- Collaborate with the executive team in the development of standards for professional practice, patient care, and innovative programs designed to facilitate high-quality patient care and operations
- Develop and implement a structure and processes to identify needs and support effective, efficient patient care and operations
- Develop and implement strategies for ensuring compliance with patient care protocols, laws, and regulations
- Responsible for the performance of staff for adherence to established departmental standards of care, standards of practice, policies, procedures, and protocols
- Oversee the Infection Prevention and Control practitioner team to ensure high-quality infection control services for CCMB's patients
- Foster a work environment conducive to the delivery of superior patient care and appropriate staff retention/recruitment
- Participate in the development of continuous multidisciplinary quality improvement for assigned areas, in collaboration with members of the interdisciplinary team
- Establish practical, integrated strategic, and operational planning processes, aligned with CCMB processes
- Develop and implement a system and processes that will identify and monitor external and internal trends, events, and issues that may impact the delivery of services and achievement of service delivery
- Within the CCMB risk management framework, implement risk assessment processes to identify and mitigate all risks to the achievement of standards and ensure compliance with all regulatory requirements
- Incorporate internal and external patient feedback into quality improvement initiatives
- Establish tactical and operational goals for each area of responsibility, including budgetary, quality, patient care, and safety, employee engagement, and service excellence goals
- Measure the effectiveness of the services and achievement of quality and service targets
- Report on the operational performance of service delivery using quality indicators, metrics, and targets aligned with the health care system and organizational key performance indicators
- Ensure compliance with all provincial and organizational policies, standards of practice, protocols, collective agreements, accreditation, and applicable professional requirements and guidelines
- Implement effective and efficient financial management practices that ensure an accurate, current understanding of drivers of expense, budgets, revenues, and expenditures
- Lead the recruitment and selection and performance management of all direct report positions and coach, support, mentor, and problem-solve with direct reports

EDUCATION, EXPERIENCE AND COMPETENCY REQUIREMENTS

The Director, Quality and Patient Safety requires leadership skills and the ability to develop and maintain a high-performance environment. The ideal candidate should have a strong understanding of clinical practice guidelines, measurement, and reporting, and work experiences that include clinical experience, clinical management, quality, and process improvement, experience adapting guidelines, contemporary trends, standards of nursing and/or allied health care disciplines, and management of personnel.

REQUIRED

- Bachelor's degree in a health-related discipline or another quality-related field
- Minimum 5 years experience in healthcare quality and accreditation
- 5 – 10 years of leadership experience, primarily at a senior level
- Demonstrated ability to apply concepts and principles of continuous quality improvement, patient safety, and utilization across a diverse and complex organization
- Demonstrated experience in building and leading high-performance, cross-functional and interdisciplinary teams and leading strategic change
- Demonstrated experience and ability to work within a complex multi-disciplinary clinical care environment
- Demonstrated ability to execute on operational deliverables to include the development of goals and provide ongoing updates of improvement
- Demonstrated ability to solve operational problems that directly impact patient satisfaction
- Critical analysis skills and ability to work with data
- Long-range program planning that involves complex decision-making tasks and quality improvement/risk management
- Strong interpersonal, collaborative, and facilitative skills and ability to communicate with all levels of staff, management, and health disciplines
- Ability to develop inter-and intra-professional, multi-regional relationships

PREFERRED

- Master's degree in a health-related discipline or another quality-related field
- Six-Sigma, Lean certification and/or Certified Professional in Healthcare Quality (CPHQ) designation

ASSET

- Leadership experience with Accreditation Canada Surveys
- Other certifications in quality management
- Clinical oncology experience
- Bilingual (English/French)