

## Manager, Quality Improvement and Academic Support

The South East Toronto Family Health Team (SETFHT) is looking for an individual in the role of Manager, Quality Improvement and Academic Support. This position oversees quality improvement, quality assurance, and academic support at the SETFHT. This position includes, but is not limited to, directing staff in their day-to-day work in order to identify QI opportunities and ensure quality care is being delivered, establishing a robust quality improvement program, providing QI training and support to our organization and Toronto East Health Network (TEHN) family medicine residents, as well as overseeing the development and implementation of programs and initiatives related to interprofessional health provider education.

### Roles and Responsibilities

Job duties include, but are not limited to, the following:

#### Quality Improvement:

- Guide the development and execution of quality improvement initiatives and performance indicators, as well as monitor the Annual Quality Improvement Plan that is submitted to Health Quality Ontario;
- Co-Lead the SETFHT Quality Committee that meets quarterly and guide the development and execution of continuous improvement initiatives aimed at sustaining improvement of healthcare systems;
- Establish best practices for project/change management initiatives through the application of various qualitative and quantitative measures; collaborate with stakeholders and facilitate team activities as changes are implemented;
- Work with all health disciplines at SETFHT to build and sustain a culture of continuous quality improvement and performance evaluation;
- Lead the Patient Advisory Council; coordinate PAC meetings/calendar of activities; develop quality improvement initiatives with the PAC's assistance;
- Participate in the Department of Family and Community Medicine (DFCM) patient safety initiative and other DFCM-wide QI initiatives;
- Guide/supervise family medicine resident QI initiatives in alignment with SETFHT priorities;
- Participate in the East Toronto Solutions patient safety community of practice.

#### Quality Assurance:

- Develop and monitor Schedule A of the Annual Operating Plan that is submitted to the MOHLTC;
- Oversee the data management of IHP staff quarterly reporting of QIP & MOH performance measures;
- Provide leadership with respect to the planning, implementation, monitoring and evaluation of patient programs and IHP clinical services at SETFHT;
- Ensure that patient programs are developed and implemented in alignment with best practice in chronic disease prevention and management and/or health promotion and disease prevention;
- With the Executive Director, provide support and direction to the IHPs to ensure the highest possible standards are being met.

#### Family Medicine Resident Training/Support

- Provide oversight and support to academic site coordinators;
- Provide education and leadership to TEHN family medicine residents at SETFHT and Flemington CHC to support the resident quality improvement projects;

- Develop and implement an interprofessional education program for family medicine residents and IHP learners;
- Provide oversight of site-specific scheduling;

### Program Management

- Promote inter-professional collaboration and support the Interprofessional Healthcare Providers in developing a common purpose, shared goals and mutual accountability;
- Supervision with respect to the planning, implementation, and monitoring of patient programs;
- Ensure that patient programs are developed and implemented in alignment with best practice in chronic disease prevention and management and/or health promotion and disease prevention;
- Identify, connect and engage with potential stakeholders within the community as required;
- Collaborate with stakeholders and facilitate team activities as changes are implemented; and
- Participate in the evaluation of assigned projects.
- Promotion of SETFHT initiatives at provincial and national conferences.
- Assist with developing programmatic reports, health promotion literature and SETFHT publications.

### **Qualifications**

- Degree in a health related discipline preferred;
- Project management training or certification preferred;
- Demonstrated working experience in project leadership, program development, implementation, management, and evaluation;
- Demonstrated experience in quality improvement initiatives with a sound understanding of health care data and metrics;
- Good knowledge and understanding of primary health care and chronic disease prevention and management, preferably in a community-based setting;
- Solid understanding of multidisciplinary, interdisciplinary and Interprofessional approaches.

### **Skills, Knowledge Requirement**

- Excellent people management and interpersonal skills;
- Strong communication skills both oral and written;
- Strong problem solving and organizational skills;
- High degree of accuracy and attention to detail;
- Ability to prioritize, manage time effectively and be flexible in a very active work environment;
- Exercises good judgment;
- High degree of professionalism, ethics and confidentiality;
- Competence with Microsoft Office suite of software, including Publisher; and
- Experience with clinical management system (CMS), preferably Practice Solutions' Suite.

**This is a full-time contract. Compensation is based on experience and will range from \$70,000 - \$76,000 annually plus benefits.**

Thank you for your interest in the South East Toronto Family Health Team. Only those candidates selected will be contacted for an interview. **No telephone or email inquiries, please.** SETFHT supports a respectful and inclusive work environment for all. We encourage qualified applicants of all ages, races, colours, ethnic origins, religions, abilities, gender identities and sexual orientations to apply. Accommodations are available on request for candidates taking part in all aspects of the selection process and candidates invited for an interview are encouraged to inform Human Resources in confidence of their accommodation requirements.

**Applicants should quote Job:** Manager, Quality Improvement and Academic Support

**Contact by:** e-mail only

**Job Contact Information**

Human Resources

South East Toronto Family Health Team

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