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The Ontario Health Quality Council is an independent agency and is funded by the Government of Ontario through the Ministry of Health and Long-Term Care. The Council is serving as a host agency for the Long-Term Care Quality Improvement Initiative, on behalf of the multi-stakeholder initiative steering committee.

**POSITION: Improvement Facilitator (IF)
Residents First: Residents First in Ontario Long Term Care Homes
North West Local Health Integration Network Area (NW LHIN)**

POSITION SUMMARY:

Reporting to the Quality Improvement (QI) Consultant of the Residents First initiative, the Improvement Facilitator contributes to achieving the objectives of the initiative.

The Improvement Facilitator (IF) will support Residents First by working with front line teams that are participating in structured QI events, such as Collaboratives. The IF will serve as a process catalyst to support the efforts of teams and help them progress effectively to achieve their aims. The purpose of this new role is to build QI capacity within emerging Improvement Facilitators and LTC teams, supporting designated teams with QI activities, and facilitating the sustained improvements within their site.

The position is part time temporary position (0.5 FTE for 12 months, with the possibility of extension) and is located in the NW LHIN. Secondment from another organization will be considered. Some travel within the NW LHIN is required.

ACCOUNTABILITIES:

Under the general direction of the Residents First NW LHIN IF Lead, the Improvement Facilitator is responsible to:

1. Provide support to new Improvement Facilitators and to QI teams participating in Collaboratives.
 - Support the preparation and participation in QI events.
 - Support ongoing team meetings, reinforcing QI tools, methodologies and concepts.
 - Facilitate strategies that will enable teams to gather data and share outcome, process and balancing measures.
 - Promote knowledge transfer related to tests of change.
 - Assist teams in identifying and overcoming obstacles during the readiness phase, Action Period phase, and sustainability phase of their QI project.
2. Contribute to communication strategies efforts, as required, to ensure partners and stakeholders are aware of project activities.

- Promote the values of continuous quality improvement
- Identify challenges and contribute to solutions related to building QI capacity.
- Fulfilling additional work-related duties as assigned.
- Demonstrated commitment to professional development of QI skills.

POSITION REQUIREMENTS:

Education and experience:

- Undergraduate Degree in health discipline, or in a discipline relevant to quality improvement.
- Experience as a participant or leader on multiple QI teams which have used formal quality improvement tools (e.g. model for improvement, process mapping, Ishikawa diagrams, documented PDSA cycles, run charts).
- Quality improvement training/education and certification (examples include IHI quality improvement Facilitator; green or black belt in six sigma; certified LEAN practitioner; certification from the American Society for Quality) an asset, but not required.

Competencies:

Demonstrated ability to:

- Assist teams to achieve goals through facilitation, problem solving, decision making and conflict management skills.
- Provide group facilitation to achieve shared objectives.
- Develop rapport with health providers.
- Communicate effectively and constructively, orally and in writing.

Knowledge:

- Quality improvement strategies, tools, techniques and trends.
- Change management skills.

Personal Attributes:

- Initiative and independence – the ability to take appropriate action and anticipate team needs.
- Objectivity, integrity – the ability to seek and weigh opinions and evidence – compromising where necessary on ways and means but not on principles or goals.
- Problem solving - ability to see multiple ways of tackling a problem and think “out of the box”.
- Diplomacy and tact – the ability to deal effectively with colleagues and stakeholders.
- High energy – capacity to work effectively in a rapid pace work environment;
- Team-player – is flexible and enjoys working in a small team environment.

Applications will be accepted at HR@ohqc.ca until March 31st, 2010, or until suitable candidate found.