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JOB DESCRIPTION

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) Lead**
Long Term Care (LTC) Quality Improvement (QI) Initiative

POSITION SUMMARY:

Reporting to the Long Term Care Quality Improvement (LTC QI) Consultant of the Long Term Care (LTC) Quality Improvement (QI) Initiative, the Improvement Facilitator (IF) Lead contributes to achieving the objectives of the initiative by building QI capacity within emerging Improvement Facilitators and front line teams from participating long term care homes across Ontario, and facilitating sustained improvements within these LTC homes.

The Improvement Facilitator (IF) Lead is one of 6 – 8 IF Leads for this initiative. The IF lead will be a liaison between the LHIN, the provincial initiative and the local improvement facilitator in the LTC home. IF Leads develop quality improvement curricula, including LEAN, and provide coordination and mentorship of Improvement Facilitators. IF Leads also work with front line teams from LTC homes that are participating in structured QI events, such as collaboratives or LEAN Events, and serve as process catalysts to support the efforts of teams to help them progress effectively to achieve their aims. Specific assignments and responsibilities for curriculum topics and mentorship of Improvement Facilitators and front line teams will be determined by the Director of Quality Improvement, in consultation with the LTC QI Consultant and IF Leads, and may be subject to revision as the initiative progresses.

Each position is a full-time contract for the duration of the project, although part time will be considered. The term of the contract is 18 months. Secondment from another organization will be considered. Some travel within Ontario required, with most of it being within the LHIN geography that you are selected for.

ACCOUNTABILITIES:

Under the general direction of the LTC QI Consultant, the IF Lead is responsible to:

1. Develop quality improvement curricula.
 - Coordinate the gathering of evidence and resources to present to Working Groups for direction related to content, tools, and indicators.
 - Prepare curricula materials for review by team members and provincial stakeholders and advisors, then finalize these materials based on input received.

2. Provide mentorship to Improvement Facilitators and guidance to QI teams from LTC homes participating in collaboratives or Kaizen events. Provide guidance and assistance to Improvement Facilitators to promote effective:
 - Pre-work preparations and team participation in QI events.
 - Ongoing LTC home improvement team meetings, reinforcing QI tools and methodologies.
 - Strategies that will enable teams to gather data and share outcome, process and balancing measures.
 - Knowledge transfer related to tests of change.
 - Team identification of obstacles and problem solving to overcome obstacles during the readiness phase, Action Period phase, and sustainability phase of their QI project.
3. Provide input to the LTC QI Consultant on the performance of Improvement Facilitators for the purpose of performance review and management.
4. Contribute to communication strategies efforts, as required, to ensure partners and stakeholders are aware of project activities.
 - Liaise between local IFs, LTC QI project team, QI event faculty, special topic consultants, and LHIN planning groups.
 - Promote the values of continuous quality improvement.
 - Identify challenges and contribute to solutions related to building QI capacity.
 - Fulfill additional work-related duties as assigned.
 - Demonstrate commitment to professional development of QI skills.

POSITION REQUIREMENTS:

Education and experience:

- Degree or equivalent 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, LEAN, Ishikawa diagrams, documented PDSA cycles, run charts).
- Quality improvement training/education and certification an asset, however training will be provided.

Competencies:

Demonstrated ability to:

- Relate the theory and practice of quality improvement and knowledge exchange to the activities needed to achieve actual improvement.
- 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 an asset.
- Sustainability and spread methodologies, and change management skills an asset.

Personal Attributes:

- Initiative and independence – the ability to take appropriate action and anticipate organizational 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.

We thank all applicants for their interest; however, only those selected for an interview will be contacted.

Qualified applicants are invited to e-mail Harjeet.Bajaj@ohqc.ca. This position will be posted until a suitable candidate is found.