



POSITION DESCRIPTION

POSITION TITLE: QUALITY & RISK MANAGEMENT COORDINATOR

DEPARTMENT: QUALITY, RISK & PATIENT SAFETY

CLASSIFICATION:

UNION: NON UNION

REPORTING RELATIONSHIPS

POSITION REPORTS TO: REGIONAL DIRECTOR, QUALITY, RISK & PATIENT SAFETY

POSITIONS SUPERVISED: NOT APPLICABLE

POSITION SUMMARY

The Quality & Risk Management Coordinator has primary responsibility to plan, implement, coordinate and evaluate the integrated Risk Management Strategy for the Interlake-Eastern Regional Health Authority (“IERHA”). The Quality & Risk Management Coordinator has secondary responsibility to support the Quality Program, including quality improvement initiatives, accreditation processes and audit functions. Reporting to the Regional Director, Quality, Risk & Patient Safety, leadership activities with a focus on risk assessment and control, improvement and the promotion of a safe client experience will be required. This includes client concern and occurrence monitoring, monitoring of risk management and quality indicators and reporting activities as required. The position involves working closely with the Quality & Risk team, regional managers and staff, physicians, patients and the public, as well as with external risk management partners. The Quality & Risk Management Coordinator functions in a manner consistent with, and supports the Mission, Vision and Values of the Interlake-Eastern Regional Health Authority.

ESSENTIAL FUNCTIONS AND DUTIES

Function and duties include but are not limited to the following:

- Plan, implement, coordinate and evaluate the Integrated Risk Management Strategy for the region.

- Support an integrated Quality Program, with an emphasis on quality improvement initiatives, indicator development, accreditation processes and audit/evaluation functions.
- Provide leadership and facilitation to implement regional initiatives related to current and future provincial and national best practice initiatives including those of the Health Insurance Reciprocal of Canada (“HIROC”) and Accreditation Canada.
- Coordinate the liability, crime, non-liability and property insurance processes as the key contact with HIROC.
- Maintain and monitor the Occurrence Reporting System and communicate trends.
- Maintain and monitor the Consumer Concern process and communicate trends.
- Introduce risk management components into existing operational and planning processes.
- Ensure appropriate consultation and communication of risk management activities.
- Lead and facilitate the Critical Occurrence process, including database management, identification and sharing of learnings and reporting as per regional policy.
- Liaise with legal representatives as required.
- Investigate and follow-up potentially compensable events identified through the occurrence reporting system and consumer comment system.
- Assist in and coordinate the investigation of and facilitation of prospective and retrospective reviews.
- Identify and assist in providing education and support to staff on issues related to risk management and quality.
- Develop policies and procedures related to risk management and quality activities.
- Maintain ongoing awareness of legislative requirements related to risk.
- Promote safety for clients, staff and visitors.
- Represents the region on various local, regional and provincial committees/working groups as required
- Participates in and demonstrates an understanding of patient safety principles and practices in all daily activities.
- Supports an environment which avoids, prevents, and corrects all activities or actions which may result in an adverse outcome in the delivery of health care services.
- Pursuant to the Regional Health Authority Act, Interlake- Eastern RHA is designated bilingual (English/ French). Accordingly, all employees accept the responsibility to support clients in their official language of choice.

OTHER

- Performs other duties as assigned.

QUALIFICATIONS

EDUCATION/CERTIFICATION:

- Baccalaureate Degree in a health related discipline, preferably nursing required.
- Current registration with the applicable licensing body required.
- Additional education in the area of Risk Management and Quality an asset.
- Other combinations of education and experience may be considered.

REQUIRED KNOWLEDGE:

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EXPERIENCE REQUIRED:

- Minimum three (3) years' clinical/ management related experience.
- Computer literacy; intermediate MS Office suite of programs.

SKILLS/COMPETENCIES:

- Integrity and discretion in dealing with sensitive and confidential matters.
 - Good interpersonal skills and the ability to work in a team setting at all levels of the organization.
 - Strong organization, decision-making, analytical and problem solving skills.
 - Excellent written and verbal communication skills.
 - Ability to work independently and as part of a team.
 - Physical and mental health to meet the demands of the position.
 - Valid Manitoba drivers license and use of vehicle required.
 - Given the cultural diversity of the region, the ability to communicate in more than one language would be considered an asset
 - Proficiency of both official languages is essential for target and designated bilingual positions.
 - Completes and maintains a satisfactory pre-employment security check.
 - Satisfactory employment record.
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WORK CONDITIONS

- The incumbent functions autonomously on a day-to-day basis and manages assigned duties accordingly.
 - Will be required to travel throughout the region as duties may require.
 - No hazardous or significantly unpleasant conditions.
 - All health care workers are required to be immunized as a condition of employment in accordance with the Interlake-Eastern RHA Policy GA-13-P-110 Required Immunizations for Health Care Workers.
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WORKPLACE SAFETY AND HEALTH

The incumbent contributes to making the organization safe for clients and staff and recognizes the importance of reporting unsafe situations and participating in follow up reviews as a learning opportunity.

- Provides a safe environment by ensuring the adherence to Workplace Safety and Health regulations and Policies and Infection Control Guidelines. Obeys all safety and health rules and follows recommended Safe Work Procedures. Informs supervisor of any unsafe acts, work conditions, incidents, near misses, injuries or illnesses immediately.
- Demonstrates a working knowledge of Workplace Hazardous Materials Information Systems (WHMIS) and adheres to procedures for handling and storing controlled substances as

described in the Material Safety Data Sheets (MSDS). Uses personal protective equipment as required.

- Demonstrates understanding of role and responsibilities in fire prevention and disaster preparedness and participates in safety and health training programs including the health facility's Fire, Disaster and Evacuation Plan.

PATIENT SAFETY

- Participates in and demonstrates an understanding of patient safety principles and practices into all day to day activities. Follows all safe work practices and procedures and immediately communicates any activity or action which may constitute a risk to patient safety.

Created:

Date

Revised:

May 2015

Date

Approved by:

Regional Manager/ Supervisor

Date

Approved by:

Vice President/ CEO

Date

Reviewed by:

Vice President, Human Resources

Date

Position descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff, and termination decisions. Well constructed job descriptions are an integral part of any effective compensation system.

All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills and abilities included have been determined to be the minimal standards required to successfully perform the position. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.