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## POSITION DESCRIPTION

**POSITION TITLE:** PRIMARY HEALTH CARE CQI SPECIALIST/ BUSINESS IMPLEMENTATION MANAGER

**DEPARTMENT:** PRIMARY HEALTH CARE

**CLASSIFICATION:**

**UNION:** OUT OF SCOPE

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## REPORTING RELATIONSHIPS

**POSITION REPORTS TO:** DIRECTOR, PRIMARY HEALTH CARE OPERATIONS

**POSITIONS SUPERVISED:** NOT APPLICABLE

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## POSITION SUMMARY

The Primary Health Care CQI Specialist/ Business Implementation Manger working with the Director of Primary Care Operations will plan, organize, direct, and lead the process of the quality improvement program. This will include ensuring data quality, developing a sustainable quality framework, and developing a report card for leadership and stakeholders demonstrating the advancement from current to target state. The incumbent will, with the support of the leadership team and working collaboratively with the Regional Quality program, build a sustainable culture of Quality Improvement that best support growth towards the development of My Health Teams within the IERHA. The CQI Specialist/ Business Implementation Manager understands and is able to incorporate the techniques of system design, reengineering, project management, quality improvement, outcomes measurement, team effectiveness and statistical analysis in order to align with Interlake-Eastern RHA corporate strategic plan and direction. The CQI Specialist/ Business Implementation Manager is responsible for conformance to regulatory requirements, contractual obligations, and corporate policy by the organization's quality improvement program. The position of Primary Health Care CQI Specialist/ Business Implementation Manager functions in a manner consistent with, and supports the Mission, Vision and Values of the Interlake-Eastern Regional Health Authority.

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## ESSENTIAL FUNCTIONS AND DUTIES

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

### **Major Responsibilities:**

- Leads the creation of a sustainable regional QI framework that ultimately supports the development of Home Clinics and the realization of improvements need for the introduction of My Health Teams within the IERHA.
- Create and implement a regional EMR Optimization Plan which will address data integrity and standardization that will best support CQI activities within the primary health care program.
- Provides support and consultation to leadership team on CQI methods and techniques to ensure the process CQI is embedded sustainability within the primary health care program.
- Supports employees who lead or facilitate quality improvement activities, provide project management, data analysis and measurement of outcomes, document and report the results and accomplishments of quality improvement initiatives.
- As a means to oversee and monitor the development and implementation of the quality improvement within the primary health care program, the CQI Specialist will lead the development of a report card for internal and external stakeholders to demonstrate the movement toward target state.
- Performs under minimal supervision with accountability for specific goals/objectives. Works with the Director of Primary Health Care Operations, VP Primary Health Care, and others to develop performance improvement targets for quality, service, and efficiency of the primary health care program. Provides leadership for implementing changes targeted at systems improvement. Measures and evaluates attainment of results.
- Applies, teaches, and skillfully uses techniques for system design, reengineering, quality improvement, outcomes measurement, and statistical analysis.
- Assures that improvement activities are documented and reported within the organization and externally as appropriate.
- Demonstrates problem solving, leadership, conflict management, and team building skills in order to ensure a productive work environment and achievement of goals.
- Facilitate operational teams, including involvement of Medical Staff, in examining existing clinical and operational processes, and make recommendations for improvement.
- Be proficient in data extraction methods and processes, both concurrent and retrospective. Provide training, mentoring, and ongoing support to personnel performing data abstraction. Conduct audits of the data, ensuring the timely, accurate, and complete abstraction of data elements.
- Support monitoring changes implemented, measuring their effectiveness in direct relationship to identified process improvement activities.
- Facilitate multi-disciplinary team meetings to establish goals, analyze processes, and recommend changes for process improvement.

### **Role Deliverables and Accountability:**

Creation and implementation of a detail CQI plan for the Primary Health Care Program in the Interlake-Eastern RHA. This plan will consist of:

- Identifying target community, team, location
- Complete analysis to identify resource and/or coordination gaps
- Through stakeholder consultations, prioritize needs

- Identify and measure baseline metrics
- Creation of desired target state
- Stakeholder management
- Training and support development of CQI skill sets for PHC leadership group to help address sustainability
- Identification and implementation of measures that will be standardized throughout the region.
- Monitoring and support of the standards and best practices from a primary health care lens related to the EMR and provides the training required to support these practices. This position will also support EMR applications including initial and on-going education, with a focus on quality and reporting requirements
- Working collaboratively with the EMR Team and the Clinical Working Group.
- 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.
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**QUALIFICATIONS**

**EDUCATION/CERTIFICATION:**

- Bachelor or masters degree in health sciences, business, healthcare administration, health information management, or management engineering.
- Certification in CQI methodology and process improvements required.

**REQUIRED KNOWLEDGE:**

- Extensive knowledge of the current Manitoba health care system, the primary health care priorities of Manitoba Health and all relevant health system organizations/stakeholders

**EXPERIENCE REQUIRED:**

- Five (5) years' work experience in healthcare, of which two (2) years' experience are working within the primary health care setting.
- Specific healthcare work experience in quality improvement, systems design, and project management.
- Experience with physician engagement, specifically those working within a FFS model.
- Extensive experience with EMR, Accuro preferred, including work around EMR optimization, data integrity and leveraging EMR data in the support of CQI.

**SKILLS/COMPETENCIES:**

- Process improvement and project management methodologies, including measurement and data analysis

- Strong abilities in building strategic partnerships with professionals, communities and other stakeholders
- Organization and planning, managing multiple demands, and achieving results.
- Analytical reasoning interprets and evaluates complex information, while identifying patterns and essential issues.
- Team development and facilitation techniques applied to quality improvement or project teams to achieve their highest potential.
- Excellent written and oral communication skills with particular emphasis on presentation skills.
- High proficiency in quality improvement strategies, tools, techniques, trends, software applications and work process redesign.
- Strong organizational skills. Sound knowledge of analysis, problem solving and structured approaches to identifying solutions.
- Ability to appropriately apply tools and techniques in change management methods, policy development and evaluation - particularly as they pertain to analyzing and assessing quality of health services, health service delivery systems, and population health.
- 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.
- Require a road worthy vehicle, a valid driver's license and liability insurance of at least \$1,000,000.00.
- 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.

