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## POSITION DESCRIPTION

<b>POSITION TITLE:</b>	CLINICAL CHANGE LEAD
<b>DEPARTMENT:</b>	COMMUNITY & CONTINUING CARE
<b>CLASSIFICATION:</b>	ACUTE CARE/ PCH DIRECTOR LEVEL
<b>UNION:</b>	NON UNION

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## REPORTING RELATIONSHIPS

<b>POSITION REPORTS TO:</b>	REGIONAL LEAD HEALTH SERVICES, COMMUNITY & CONTINUING CARE
<b>POSITIONS SUPERVISED:</b>	NOT APPLICABLE

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## POSITION SUMMARY

The Clinical Change Lead leads the coordinated planning and integration of patient-centred health services to ensure consistent high-quality patient care as defined by Manitoba's Clinical and Preventive Services Plan. The position influences health service providers across the province to identify and implement care pathways that effectively serve Manitoba's population. Working with provincial clinical planning teams to lead and coordinate the implementation and monitoring of clinical changes directed by the provincial clinical planning process in support Manitoba's Clinical and Preventive Services Plan (CPSP) and guided by Manitoba's Quality and Learning Framework. The position leads and coordinates the planning and implementation of clinical changes in diverse area of health services as directed by SDO leadership to improve clinical quality and leads and mentors assigned SDO resources tasked with local and provincial implementations. The Clinical Change Lead identifies positive changes and models of care to the appropriate provincial clinical teams while identifying potential provincial clinical quality and continuous improvement opportunities to senior leadership.

The position of Clinical Change Lead 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:

### Main Function

- Work with the Service Delivery Organization and the provincial clinical planning teams to lead and coordinate the implementation and monitoring of clinical changes in the appropriate area(s) of health services as directed by the provincial clinical planning process operated by Health

Services Integration & Quality, in support of strategic and operating plans and Manitoba's Clinical and Preventive Services Plan (CPSP) and guided by Manitoba's Quality and Learning Framework.

- Lead and coordinate the planning and implementation of clinical changes in the appropriate area(s) of health services as directed by Service Delivery Organization (SDO) leadership to improve clinical quality, service delivery on an SDO level as opportunities arise between (CPSP) priorities.
- Lead and mentor and support assigned SDO resources tasked with local and provincial implementations.
- Identify positive changes and models of care to the appropriate provincial clinical team.
- Identify potential provincial clinical quality and continuous improvement opportunities to senior leadership with options to resolve for the appropriate SDO.

#### Major Responsibilities:

#### **Health Services Improvement Project Management and Implementation (80%)**

- Develop and present business cases for operational and clinical leadership approval to implement changes to health services such as for new or expanded services, or the decommissioning of outdated or ineffective services, ensuring alignment with strategic and operating plans and, Manitoba's Clinical and Preventive Services Plan (CPSP).
- Lead approved health services improvement projects including engaging stakeholders within the organization and with partner organizations as required to ensure a qualified project team of subject matter experts.
- Develop and ensure the ongoing maintenance of project initiation documents, project plans, risk registers and associated project management documentation.
- Communicate approved plans including specific goals, activities and metrics to key stakeholders, and provide ongoing progress reporting.
- Establish effective consultation within the organization to inform effective health services improvements in collaboration with Shared Health and other SDOs.
- Implement approved project plans, managing the assigned project budget, and coordinating and providing appropriate supports and information to interdisciplinary resources to ensure project delivery within the defined scope of the approved plan.
- Establish and maintain risk management, schedule management, quality assurance, and scope management processes.
- Ensure assigned project staff have access to the tools and resources within the organization required to achieve assigned work objectives.
- Identify and inform senior leaders of immediate and long-term opportunities and risks to the project and ongoing health services delivery.
- Advise senior management on identified health services needs based on the clinical standards and models of care established by Shared Health.
- Support the incorporation of project activities into ongoing operational health services delivery, giving priority to health services improvements identified in the (CPSP).
- Ensure standardization of implemented health services improvements across the organization and escalates issues to executive management as required.
- Contribute to reporting on operational performance using metrics aligned with established key performance indicators measuring the effectiveness of the service, and achievement of quality and service targets (e.g. service access, service outcomes, stakeholder engagement).

#### Leadership (20%)

- Enthusiastically lead, coach and mentor staff (individuals and teams) to create and maintain focus on clinical and quality improvements as directed by (CPSP) and SDO leadership

- Collaborate with assigned leaders to support a functional organization structure
- Model compliance with all organizational policies, procedures, standards of practice and guidelines, and all external legislative, regulatory, accreditation and applicable professional requirements
- Provide performance feedback to colleagues based on direct interaction and outcomes related to effective collaboration and service integration

**SERVICE OVERVIEW:**

Health Services Integration & Quality support strategic health-care system alignment by leading the coordinated planning and integration of patient-centred health services to ensure consistent high-quality patient care.

**Independent decisions**

- Support health-care system alignment by leading the coordinated planning and integration of patient-centred health services to ensure consistent high-quality patient care.
- Gather ongoing information to support the currency and ongoing efficiency of health services and shares this information to support ongoing updates to the CPSP.
- Identify and deliver large, organization-wide projects pertaining to health services delivery that must be integrated with directives provided by Shared Health and guided by Manitoba’s Clinical and Preventive Services Plan and SDO clinical change initiatives.

**Influence**

- Influences over health service providers to identify and implement effective care pathways in the assigned area(s) of health care within their SDO.
- No direct management authority over staff, payroll, capital or purchasing.
- Maintains project budgets and provide oversight for resource allocation on projects

This position is guided by the foundational documents of the organization including the organizational vision, mission, values and policies, and available tools, models, methods and standards to support best practices from established independent organizations (such as PRINCE2, PMI, etc.), and applicable legislation, regulations and standards.

**OTHER**

- 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.
- Performs other duties as assigned.

**QUALIFICATIONS**

**EDUCATION/CERTIFICATION:**

- Post-secondary degree in nursing or a related field such as health sciences, health administration or related discipline
- Postgraduate certification from an accredited education institution is required; an equivalent combination of education and experience may be considered.

- Active member in good standing of an associated regulatory body as appropriate

**EXPERIENCE REQUIRED:**

- 7 years of progressive experience in clinical health services changes, including health services leadership
  - 7 years providing health services to urban, rural and/or remote populations across one or more areas of clinical health care with recent acute operational experience
  - 3 years of experience working in a team environment collaborating with diverse, large cross-functional and inter-disciplinary teams
  - 5 years in formal leadership positions with experience leading teams through complex organizational change
  - 3 years of experience applying formal tools and methodologies in organizational change management and project management
  - 3 years of experience in business analysis developing business cases justifying clinical changes to senior leaders

**SKILLS/COMPETENCIES:**

- Demonstrated quality outcomes in Acute Care with experience in Emergency and Surgery
  - Demonstrated knowledge in quality standards in Emergency Departments and Surgery
  - Demonstrated experience with change management
  - Proven history of working with and developing relationships with physicians and interdisciplinary teams
  - Valid Manitoba driver's license and use of a personal motor vehicle
  - Mental and physical ability to meet the demands of the position.
  - Given the cultural diversity of our 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.
- Must be able to work safely in a typical computerized office environment with frequent meetings, and to lift and carry items of up to approximately 25 pounds.
- Interruptions to respond to questions from executives, and partner organizations are common; incumbent can schedule dedicated and focused

time for planning and concentration

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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 adherences to Workplace Safety and Health Regulations and Policies, Infection Control Guidelines, WHMIS and Safe Work Procedures. Immediately investigates and recommends corrective action on any unsafe acts, work conditions, incidents, near misses, injuries or illnesses.
- 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**

- Ensures patient safety and patient safety activities are emphasized throughout orientation, training and ongoing performance evaluation and mentoring. 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. Patient safety is a standing item for all individual and departmental meetings.
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Created: September 2020  
Date

Revised: September 2022  
Date

Approved by: \_\_\_\_\_  
Regional Manager/ Supervisor Date

Approved by: \_\_\_\_\_  
Regional Lead/ CEO Date

Reviewed by: \_\_\_\_\_  
Regional Lead, 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 position 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.*