

CITY OF HAMILTON

HEALTHY & SAFE COMMUNITIES DEPARTMENT

(MACASSA & WENTWORTH LODGES – LOCATIONS – 701 UPPER SHERMAN AVE. HAMILTON & 41 SOUTH ST. W., DUNDAS)

MANAGER, QUALITY IMPROVEMENT & PRIVACY

OVERVIEW

Reporting to the Senior Administrator (Long Term Care) the Manager, Quality Improvement & Privacy, manages, develops, coordinates and implements division wide activities pertaining to Continuous Quality Improvement (CQI) and Education and oversees overall quality and privacy strategies, systems and protocols. The position acts as the Privacy Officer for Long Term Care and works in close collaboration with Senior Leaders to ensure adherence to all privacy legislation. This role will develop a quality improvement program for care and services integrated with risk management and supported throughout the accreditation process.

The manager will have a demonstrated record of strong leadership and guidance, technical competence, customer focus, project management, business planning, quality assurance, financial management, team building, change management, self-motivation and commitment to results and continuous improvement.

A high level of personal integrity and motivation, and excellent written and verbal communication skills are required.

GENERAL DUTIES

QUALITY IMPROVEMENT

Develops, recommends and provides professional advice with respect to process management quality assurance, business continuity, and program changes of a complex nature requiring an overall Division perspective.

Manages, facilitates and coordinates projects, process improvements, studies, resident and family engagement/consultation and communication aimed at advancing the work and mandate of the various sections with the LTC Division of the Healthy & Safe Communities Department.

Manages, develops, coordinates and implements Lodge wide Continuous Quality Improvement and Risk Management Program including data management and facilitation of CQI teams.

Provides leadership and collaborates with the Senior Administrator in planning, organizing leading, documenting and reporting on HCH's Quality Improvement Plan (QIP), strategic planning and operational planning processes, including internal and external stakeholder consultations.

Annually develops the Risk Management Plan. Develops a risk framework document of identified risk and Risk Management Tracking summary, which is based on statistical analysis of all measures collected.

Coordinates and facilitates the accreditation process to achieve accredited status for our two Long Term Care Homes.

Facilitates the ongoing work required to comply with the Accreditation program including Divisional response and follow up of recommendations and activities between surveys.

Ensures management and staff are competent in the consistent application of the CQI process.

Provides leadership and specialized knowledge in Operational Planning to the Division by facilitating strategic planning processes for the Division.

Develops strategic initiatives and action plans and monitors progress towards strategic goals.

Develops positive and cooperative relationships with external providers such as Ministry of Long Term Care Inspectors, Public Health Inspectors, Ministry of Labour Inspectors and Accreditation surveyors.

Participates on committees and boards of service providers and sector-related initiatives such as the Ontario Municipal Benchmarking Initiative.

Conducts business process reviews across the Long Term Care division to ensure that the Lodges are delivering services in an effective and efficient manner, that the services are meeting resident/customer expectations, that administrative and management practices are meeting best practice standards of care and services, that processes, policies can be applied consistently and support excellent service delivery across both Homes.

Provides an educational framework to meet CQI, Risk Management and Accreditation objectives by determining education and training needs.

Utilizes best practices including resources from Health Quality Ontario to advance quality improvement activities in each respective Home.

Monitors indicators on public website of HQO and Your Health System (CIHI).

Ensures all quality management and risk management related activities are complete, reviewed, discussed with follow-up actions identified as required.

Utilizes evidence-based practices to further drive quality improvement initiatives.

Develops and maintains policies and procedures for the Divisional CQI and Risk Management programs.

PRIVACY

Acts as the expert in all matters relating to quality management and privacy. Ensures compliance with legislated, accreditation, professional and best practice standards.

Oversees the design, implementation, monitoring and reporting on the privacy compliance program and control measures to comply with legislation and privacy best practices.

Facilitates compliance with the Personal Health Information Protection Act (PHIPA, 2004), Freedom of Information and Protection of Privacy Act (FIPPA) and any other legislation or regulatory body governing privacy of individuals in Ontario.

Ensures Long Term Care staff are informed of their privacy duties and responsibilities pertaining to client/resident privacy. Designs and delivers access and privacy training programs and presentations; responsible for the delivery of educational and communication materials.

Manages and responds to privacy and complaints and/or breaches filed with respective regulators. Answers questions from clients, residents, family members, staff and volunteers and other interested parties on privacy matters as required.

Responds to requests for access and correction to health records. Maintains the relevant documentation of the privacy program. Conducts a privacy inventory of personal health information.

Tracks privacy incidents and themes and leads near miss and debriefing sessions pertaining to privacy matters and breach of privacy incidents.

Remains current on privacy developments, educates leadership and staff on privacy legislation – including the transition and development of a provincial health record and opportunities for sharing of information with other health care organizations to coordinate care.

Conducts or coordinates the privacy impact assessments and threat risk assessments with security as required.

Initiates, investigates and manages the privacy breach protocol; conducts audits as required.

Manages mandatory reporting obligations.

Assess the ongoing adequacy of privacy policies, tools and communications procedures to ensure reflection of current industry-wide best practices and legal requirements.

Assists the Senior Administrator / Administrator(s) in the oversight and strategic direction for risk assessments, privacy impact assessments and audits as required.

Identifies contentious issues/risks and briefs senior management and provides strategic advice on access, and privacy.

Works collaboratively with the IT Department regarding technology breaches and resident//employee/organizational information theft and privacy breaches.

Oversees the work of various Divisional Committees as required.

Provision of reports to Committee and Council as required.

Works in accordance with the provisions of applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety.

Perform other duties as assigned which are directly related to the responsibilities of the position.

QUALIFICATIONS

1. Must be able to demonstrate a level of expertise related to the duties described normally acquired through a Baccalaureate Degree in Health Sciences or Business with progressively responsible management experience preferably at a middle management level in a health care field, preferably a long-term care facility. Demonstrated knowledge of health related privacy issues and experience in application of privacy legislation and security of personal information related to collection, use, protection and disclosure laws, access, release of information.
2. Extensive experience in quality improvement, evidence-based practices, data driven action planning within a healthcare or similar organization.
3. In depth knowledge of standards as set out by Ministry of Long Term Care (through legislation) and accreditation, Continuous Quality Improvement/Quality Management including theory and application.
4. Demonstrated experience and knowledge of Freedom of Information and Protection of Privacy Act (FIPPA) and Personal Health Information Protection Act (PHIPA, 2004) and other legislation or regulatory body related to privacy.
5. Ability to deal and communicate effectively with management, peers, staff, residents, families / visitors and other key stakeholders of a Long-Term Care facility. Demonstrated ability to gain credibility through knowledge and professionalism.
6. Sound knowledge of Long-Term Care programs, relevant legislation, contractual obligations and applicable policies and procedures.

7. Demonstrated skills and experience in strategic and operational planning, implementing change, business planning and analysis and project management.
8. Proven ability to work with a team of management professionals from cross disciplines to direct management studies.
9. Knowledge of risk management concepts and ability to implement activities to reduce the impact of risk. Demonstrated experience in strategic and operational planning and quality improvement.
10. Experience in designing and delivering privacy awareness training programs. Excellent planning, organizing and presentation skills.
11. Excellent critical thinking and analytical skills. Ability to interpret and act upon collected data.
12. Ability to conduct needs assessment. Ability to evaluate programs and act to introduce implements to program.
13. Demonstrated knowledge of the Health and Safety Act and applicable regulations as it relates to the position.
14. Certification as a Quality Professional is an asset.
15. Competence in computer applications, such as but not limited to, Microsoft Office and Outlook
16. Must have a valid Class "G" Driver's licence with provision of a vehicle for use on the job.

THIS POSITION REQUIRES A VALID CLASS "G" DRIVER'S LICENCE AND PROOF THEREOF IS REQUIRED AFTER HIRE.

THE INCUMBENT SHALL COMPLY WITH ALL HEALTH AND SAFETY POLICIES AND PRACTICES FOR THIS POSITION AND THE WORKPLACE.
