

The North East Local Health Integration Network (NE LHIN) is dedicated to leading a high quality integrated health system for people living in Northeastern Ontario. The NE LHIN plans, funds and works to integrate health services across the region. The NE LHIN is also responsible for the delivery of quality home and community care services for people who call Northeastern Ontario home. As a health system manager, we need ambitious, creative people who are motivated to make a difference in their community, prepared to challenge the status quo and ready to use their diverse skills to strengthen the system of care for Northerners. We're looking for the right people with the right skills to achieve our strategic priorities and vision of providing quality health care when Northerners need it.

We have the following temporary, full-time position now available:

Patient Relations and Quality Specialist

Location: North Bay

Term: March 2018 to September 2019

Job Posting #003-18

Reporting directly to the Director, Quality and Risk, this position is responsible for functions related to the patient relations process, complaints and appeals, patient safety, quality improvement and patient engagement strategies.

KEY ACCOUNTABILITIES:

- Utilizes patient-related information from various sources (Client Evaluation Surveys, Quality Reports etc.) to inform Care Coordination, Clinical Services and service providers on practice and improvements;
- Assists with Patient Relations and Patient Engagement initiatives across the organization;
- Participates on committees and in projects involving patient relations, patient safety and quality improvement;
- Develops and supports comprehensive systems to prevent, detect, report and investigate patient safety events, system non-conformances and complaints;
- Complete data entry and prepares quality and risk reports;
- Supports and facilitates the NE LHIN's participation in the accreditation program;
- Provides timely and meaningful support, coaching and facilitation to support NE LHIN teams in meeting accreditation standards;
- Coordinates the development of the organizational quality improvement plan (QIP)
- Assists in planning, developing, implementing and maintaining the NE LHIN emergency management plan, pandemic influenza plan and business continuity plans;
- Participates on internal and inter-agency teams/committees to improve processes regarding patient care and patient relations across the continuum;
- Administers specific internal quality improvement projects and initiatives.

POSITION REQUIREMENTS:

- Relevant university degree or recognized equivalent work experience;
- Certification as a Regulated Health Provider is an asset;
- Minimum 3-5 years practical and related experience in quality improvement and risk management in the healthcare field;
- Knowledge and experience in managing and resolving patient/consumer complaints and patient safety events;
- Knowledge of quality improvement and root cause analysis tools, techniques and measures;
- Experience with various statistical methods, tools and analysis;
- Knowledge of risk management theory and processes;
- Knowledge of the Patients First Act, Excellent Care for All Act, the Home Care and Community Services Act and other relevant health care legislation;
- High level of computer literacy in spreadsheets, databases, presentations and standard Microsoft Office software;
- Project management, planning and implementation experience preferred;
- Ability to work with a team to support portfolio goals, plans and business objectives;
- Proven ability to work on projects involving stakeholders from diverse areas and organizations.
- Valid driver's license and a vehicle
- Superior oral and written proficiency in English is essential.

Should you be interested in applying for this exciting career opportunity, please forward your cover letter and resume via email to nelhinemployment@lhins.on.ca by 4:30 pm **January 17, 2018**. For more information on the North East LHIN, please visit us at www.nelhin.on.ca.

Individuals with a disability requiring accommodation during the application and/or the interview process should advise the recruitment contact so arrangements can be made.

Please reference job posting #003-18 when applying.

The LHIN is an equal opportunity employer and all applicants are welcome. We thank all applicants; however, only those candidates selected for an interview will be contacted.