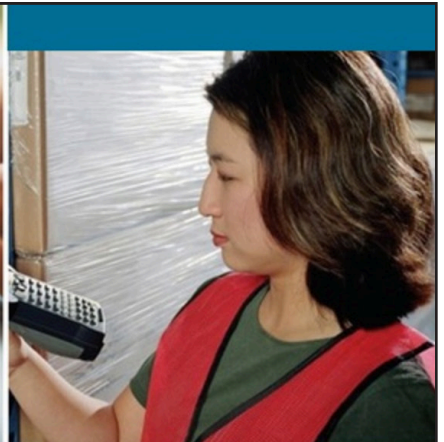


Customer Focused.



Outcomes Oriented.

BCCSS

BC Clinical and Support Services (BCCSS) Society was created to provide clinical, diagnostic and support services to British Columbia's healthcare system in a way that uses unique and innovative approaches to generate value and improve outcomes. By creating capacity, improving quality and safety, and lowering costs, BCCSS will transform how services are delivered and will contribute to the creation of a sustainable health system for BC.

Medical Lead, Quality and Patient Safety

0.2 FTE

Vancouver, BC

Who We Are

BC's Agency for Pathology and Laboratory Medicine is an Agency within the Clinical Division of BC Clinical and Support Services (BCCSS). The Agency has been established to provide oversight and service planning for diagnostic lab services within the province. The Agency has a mandate to ensure that clinical laboratory diagnostics are quality driven, achieve excellent clinical outcomes, and remain sustainable by being provided effectively and efficiently.

Role Summary:

Reporting to the Executive Medical Lead for BC's Agency for Pathology and Laboratory Medicine, the Medical Lead, Quality and Patient Safety provides clinical and conceptual leadership for the strategic and structural enablers required to attain a provincial quality and patient safety framework for Lab Medicine. The Medical Lead will work collaboratively with Regional Medical Directors as well as Agency discipline leadership to establish the overall direction for reporting, evaluation, ongoing monitoring and improvement of the laboratory quality systems in support of the Agency's mandate.

Key Accountabilities:

- Provides leadership and direction on attaining standards-based quality and patient safety requirements across all laboratory services. Develops in collaboration with stakeholders, quality and patient safety goals and objectives for the provincial lab agency.
- Cultivates strategic partnerships, fosters collaboration with clinical laboratory service providers.
- Cultivates partnerships and collaborations within the collective community of Quality Partners (Accreditation Bodies, Proficiency Testing Schemes, Standards Development Organizations, Educator Groups, Professional Organizations, Suppliers, and the Public*) to optimize opportunities of continual quality improvement. Provides subject matter expertise and leadership in educational activities aimed at developing skills in laboratory quality and patient safety and attaining physician/staff engagement and culture change.
- Leads risk identification and development of mitigation strategies.
- Develops and monitors meaningful performance indicators (including, but not limited to "Voice of the Customer" methodologies, and an inventory of clinically relevant laboratory error) which can be used to analyze and monitor the performance of the provincial laboratory system, in order to improve patient care, access, effectiveness and efficiency of laboratory operations.
- Provides leadership in developing utilization management strategies in partnership with discipline leadership
- Provides leadership in developing evidence based algorithmic diagnostic and monitoring pathways and syndromic testing approaches for all tests in partnership with discipline leadership
- Provides quality input on service delivery modeling and distribution of tests and performance site policy
- Establishes a consistent and uniform approach to data collection and reporting of quality metrics throughout the province. Establishes feedback mechanisms using advanced analytics to enable lab stakeholders to undertake surveillance of key performance indicators.
- Recommends strategies to leadership to improve patient safety, patient experience, ensure risk\ regulatory compliance, or improve diagnostic work flow. Provides leadership to identify strategic quality and patient safety initiatives that will drive continuous improvement.
- Liaises with medical leaders from across the province, at various levels within health authorities, sites, departments, disciplines on laboratory quality and patient safety goals and requirements, and continuous improvement initiatives.
- To the extent possible, liaises with medical quality leaders on an interprovincial, national and international basis to develop a basis of potential strategies cooperation and possible collaboration
- Oversees reporting and communication of quality improvement initiatives to the BCCSS Board, Ministry of Health, Health Authorities and Public.
- Provides expertise to various quality systems partners, agencies such as accreditation, risk management, occupational health and safety, and other organizations, on laboratory quality and patient safety.
- Oversees or leads provincial investigations into system issues that cross regional jurisdictions, including root cause analysis, near-miss investigations and debriefings. Reports recommendations and shares learning of system improvements with regional leadership.
- Supports Agency partners with risk management and regulatory compliance in preparation for accreditation surveys and reviews communication from external regulatory reporting agencies for opportunities to undertake system wide correction.

Qualifications:

Certification from the Royal College of Physicians and Surgeons of Canada in a Laboratory Medicine Specialty and licensure by the College of Physicians and Surgeons of BC; at least 5 years recent related experience in a progressively more complex and senior leadership role in a large organization with responsibilities for the development, implementation and evaluation of laboratory quality and patient safety performance. Demonstrated team-building and facilitation excellence to collaborate across multiple disciplines, environments, and functional areas; ability to influence, coach, and mentor others on quality improvement and patient safety strategies. Knowledgeable and experienced in current quality and patient safety dimensions, programs and tools. Demonstrated ongoing commitment to innovation and continuous quality improvement and learning. Experience with Lean, Six Sigma, PDSA or other performance improvement methodologies preferred.

Competencies:

Demonstrated competence in analytical skills

Leadership capabilities in the areas of leading self, engaging others, achieving results, developing coalitions, and system transformation are required.

We invite you to apply by forwarding a current CV to Gail Crawford at gail.crawford@bccss.org

Applications will be accepted until position is filled.

For more information on BCCSS please visit: www.bccss.org