

## Performance Improvement Lead

The South West Local Health Integration Network (LHIN), based in London Ontario, is one of 14 local organizations that have been created in Ontario to plan, coordinate and fund local health services, including hospitals, community care access centres (CCACs), long-term care homes, community health centres (CHCs), community support service agencies, and mental health and addictions agencies

As the crown agency responsible for the planning, integration and funding of nearly 200 health service providers, the South West LHIN stretches from Lake Erie in the south to the Bruce Peninsula in the north and is home to almost one million people, making it one of the largest geographical LHIN areas in the province. It also encompasses both an urban and a large rural population base.

By bringing together publicly funded health agencies and organizations in the area, the South West LHIN helps to ensure a seamless continuum of high quality care for health care consumers and their families. The South West LHIN is responsible for the accountability arrangements and funding of:

- Public and private hospitals
- South West Community Care Access Centre (CCAC)
- Community support service agencies
- Community mental health and addiction agencies
- Community health centres
- Long-term care homes

The LHIN works closely with-- but is not directly responsible for-- the funding of physicians, public health, ambulance services, laboratories, and provincial drug programs.

### ***Your Opportunity to Make a Difference***

As **Performance Improvement Lead for the South West LHIN**, you will provide leadership and oversight for the development and operations of a Performance Management process and framework. This will include managing, monitoring and evaluating health service provider performance within our LHIN in accordance with performance obligations within service accountability agreements and local health system performance in accordance with performance obligations related to priority initiatives/projects. This position will include:

- Direct interaction with a broad range of key internal and external stakeholders, including senior, functional and technical team members and subject matter experts throughout the organization and the broader LHIN.
- Development of partnerships across health service providers and the provision of local leadership to foster a culture of performance improvement to achieve defined goals and outcomes.
- Leadership of project and portfolio performance management and support for South West LHIN strategic directions.

## **Initial Challenges**

- To “listen and learn” and to quickly understand the needs of our LHIN
- To foster a climate of openness, engagement and mutual respect in order to gain trust, build relationships and collaborate effectively with the LHIN team and the health services providers within our region
- To quickly “take stock” of key plans and initiatives currently underway and to recognize that the ability to “take action” will be critical to acceptance by stakeholders

## **Year One Objectives**

- Establishment of a strong working relationship and development of a trusted advisor relationship with all LHIN health service providers and key stakeholders
- Development and implementation of an overarching process and framework for performance management for agreements/initiatives within our LHIN

## **Long Term Objectives**

- Enhancement of the performance management process and framework to provide a robust set of measures for a variety of LHIN wide initiatives including complex integration initiatives

### ***Primary responsibilities will include:***

- Managing health service provider performance consistent with service accountability agreements and according to established government/ministry directives and LHIN goals and objectives.
- Participating in negotiation of service accountability agreements with health service providers and contributing to the development of strategies and related policies and procedures for performance management toward improvement.
- Managing contact with health service providers on issues related to interpretation and implementation of performance specifications and resolution of performance issues consistent with service accountability agreements and local initiatives/projects.
- Developing appropriate strategies, methods and tools to monitor and evaluate health service provider performance from multiple perspectives including financial management, service provision and quality of care.
- Reviewing and determining performance against performance specifications and identifying emerging issues or requirements for remedial action in consultation with LHIN team members.
- Analyzing local system performance within the context of provincial and local performance goals defined by the government/ministry and the LHIN, and assessing the implications for management of health service provider performance targets and standards.
- Contributing expert advice and input on performance standards and health service provider performance and accountability in the development and execution of the Integrated Health Service Plan and other health system and integration plans, and interpretation of system performance issues.

- Contributing to inter-LHIN and ministry dialogue on performance standards, performance improvement initiatives, quality improvement opportunities and service accountability agreements and their application to local health service providers and the health care system.
- Providing performance management leadership to LHIN strategies/initiatives and actively contributing to the management of performance expectations.

### ***Your Professional Qualifications Include:***

- **Performance Management:** In depth knowledge in performance management and evaluation techniques in one or more health sectors related to financial, administrative, and clinical performance.
- **Performance Evaluation:** Demonstrated experience performing evaluations and familiarity with monitoring approaches, processes or systems.
- **Contract Management:** Advanced knowledge of public sector and healthcare contracting procedures, specifications and documentation requirements including proven ability to effectively manage complex and sensitive agreements and contracts.
- **Leadership:** Demonstrated leadership skills including the ability to build teams, align with organization values, set priorities and lead teams through change.
- **Relationship Building:** Strong inter-personal skills and proven ability to build and maintain strategic relations with diverse health service providers.
- **Teamwork and Collaboration:** Demonstrated understanding of the different components of teamwork; ability to work independently and with others in a collaborative manner to achieve a desired result.
- **Negotiation/Facilitation:** Demonstrated experience in facilitation of agreements and familiarity with negotiation, conflict resolution and arbitration approaches.
- **Analysis:** Experience in analyzing and interpreting performance data, including financial data and quality indicators.
- **Continuous Improvement:** Demonstrated commitment to continuous improvement principles and practices including a commitment to excellence and the ability to facilitate innovation and creativity.
- **Communication Skills:** Excellent interpersonal, diplomacy, communication and presentation skills.
- **Healthcare Experience:** Previous knowledge and experience of the Ontario healthcare system and related issues is considered an asset.
- **Education:** Post-secondary/Masters education in health sciences/administration, business administration or a relevant field. Certification related to performance improvement or quality is considered an asset.

### ***Location and Travel***

This position is located in London at the South West LHIN headquarters. Travel is required throughout the South West LHIN area.

### ***Need more Information?***

For more information on the South West LHIN, please visit [www.southwestlhin.on.ca](http://www.southwestlhin.on.ca)

### ***How to be considered for this opportunity:***

To explore this opportunity in detail and to apply online, please click on the following link or paste it into your web browser:

<http://206.130.11.127/ApplicationFormNewGeneral.asp?WebJobPostingsID=423>.

If you wish to speak with an Executive Search Consultant directly please contact Samuel Morgenstein at 416-516-8080 or Jon Stungevicius at 416-214-9233. If you wish to view other opportunities, please visit us at [www.bridgespan.ca](http://www.bridgespan.ca).

We thank all applicants for their interest; however only those candidates selected for an interview will be contacted.