

Manager, Performance Improvement (Permanent Full-Time)

The Opportunity

Reporting to the Director, Performance Improvement and as a key member of the Quality, Performance, and Accountability team, the Manager, Performance Improvement **leads and supports a team to lead and drive performance improvement** in alignment with vision, mission and values, strategic directions and operational plans of the organization. The role draws upon leadership and team building skills as well as a solid foundation in **evaluation and reporting practices, continuous improvement methods and tools, process management, and performance management** systems. This position works closely with internal and external system leaders and provides leadership and coordination to **evaluate, analyze, interpret, monitor, and report on performance and drive improvement related to key health system facing programs, initiatives, and services**. Leadership in key areas of performance management, volume allocations, value for money, evaluation, continuous improvement methodology and facilitation are key for driving improvement internally and across the local healthcare system in order to achieve population health, better experiences of care and value for money.

What Can I Expect to Do?

- Participates in the development and implementation of the organization's performance improvement and management approach in accordance with the vision, mission, values and strategic goals of the organization, provincial health legislation and regulations, and accreditation standards.
- Supports the integration of process management and evaluation principles LHIN-wide and at the sub-region level.
- Provides leadership for facilitation of organizational and provider level improvement activities, evaluation of outcomes and knowledge transfer.
- Supports the development of health system performance measures, targets, and undertakes in-year monitoring and reporting of system and provider performance and achievements against defined outcomes expected.
- Effectively establishes and maintains collaborative working relationships with teams to achieve engagement and participation in monitoring and driving performance improvement to advance the LHIN's strategic directions and operational activities.
- Collaborates with the leaders of Provider Contracts and Allocations to co-develop and co-lead effective strategies, methods and tools to monitor and evaluate Health Service Provider performance from multiple perspectives including financial management, service provision and quality of care.
- Coordinates a gap analysis and leads development of performance outcomes as part of the strategic planning process to support achievement of organizational alignment required to implement objectives in order to achieve or exceed annual business plan (ABP) goals.
- In partnership with the Manager of Business Intelligence and Decision Support, supports development of cascading organizational scorecards to support on-going monitoring and reporting.
- In partnership with the Manager of Quality Improvement, facilitates operational and strategic reviews with key leaders to support system and service delivery improvement.
- Provides leadership to a team of Improvement Advisors and Data Analysts including work assignment, delegation, coaching, performance management, and goal setting.
- Follows all safe practices and procedures to support a safe employee working environment.
- Supports the development of a culture that embraces accountability and the improvement approach reflecting the LHIN's role in ensuring improved patient experience and health outcomes while driving health system improvement, integration and coordination across the South West LHIN and delivering high quality home and community care that meets the needs of clients and families.

- Supports the Director, Performance Improvement in communicating with and advising the Senior Leadership Team on matters related to performance improvement, monitoring and reporting among other requirements.
- Participates in provincial working groups, inter-LHIN planning and performance committees, and other initiatives to advance shared objectives, develop best practices and/or align efforts.

Location: This position is located in the South West LHIN region, London Downtown site.

How do I qualify?

Education:

- University undergraduate degree/Masters education in health sciences/administration, business administration or a relevant field.
- Certification related to performance improvement or quality is considered an asset.

Experience and Skills:

- Minimum 5 years of leadership experience specific to improvement methodologies and approaches, the use of qualitative and quantitative measures, performance monitoring, evaluation, and performance management.
- Solid understanding of indicator development and experience in analyzing and interpreting performance data, including clinical, service and financial utilization data.
- Demonstrated experience with reporting, monitoring, target setting and high level of familiarity with evaluation and monitoring approaches, and statistical and analytical methodologies and techniques.
- In-depth knowledge and experience with financial, administrative, or clinical performance management, volume allocations, evaluation, and Value for Money frameworks and approaches in one or more health sector.
- Demonstrated experience in facilitation of agreements and familiarity with negotiation, conflict resolution and arbitration approaches.
- Excellent facilitation skills and adept in sharing knowledge and expertise with others including formal education sessions and presentations.
- Demonstrated leadership skills including the ability to build teams, align with organization values, set priorities, provide coaching, and lead teams through change.
- Ability to work independently and with others in a collaborative manner to achieve a desired result.
- Excellent interpersonal, diplomacy, communication and presentation skills to work effectively and develop trust with internal and external colleagues, and to liaise with the Ministry of Health and Long-Term Care and other provincial partners.
- Appreciation for relevant legislation in healthcare in Ontario (e.g. ECFFA etc.) and knowledge of local health issues, priorities and needs while recognizing the broader trends in health care policy and system development.

Language:

- Proficiency in French is an asset.

Should you be interested in this exciting opportunity, please visit www.lhinjobs.ca to apply. Application deadline is February 9, 2018 at 11:59 p.m. or until position is filled

Compensation includes competitive salary, benefits and pension plan.

South West LHIN

The South West Local Health Integration Network (LHIN) is one of 14 local organizations in Ontario that plan, coordinate and fund local health services and deliver high quality home and community care to patients and families. The South West LHIN is committed to health improvement, innovation, and the establishment of collaborative partnerships to improve population health, patient experience and value for money across the health care system.

LHIN staff incorporates the best aspects of teamwork and continuous learning as they work with the local community to ensure the best health outcomes for everyone. If you have a passion for excellence and an entrepreneurial spirit, this is your opportunity to make a difference as part of a dynamic team transforming the Ontario healthcare system.

For further information on the South West LHIN please visit: <http://www.southwestlhin.on.ca>

The LHIN is an equal opportunity employer and all applicants are welcome. We thank all candidates for their interest, however, only those selected for an interview will be contacted. Individuals with a disability requiring accommodation during the application and/or the interview process should advise the recruitment contact so arrangements can be made.