

Senior Program Officer – Quality and Healthcare Improvement

Location: Edmonton, Alberta, Canada (Negotiable)

Requisition #: ALB00244858

Posting Close Date: December 9, 2021

Salary Range: \$83.06 - \$127.05 per hour

Job Type: Regular Full Time

Your Opportunity:

By continually improving the quality and safety of care we deliver, we are able to improve health outcomes for patients and their families. The Quality and Healthcare Improvement (QHI) team partners with Alberta Health Services' (AHS) programs and Zone Integrated Quality Management to improve quality and safety initiatives across the organization. The Senior Program Officer (SPO) of QHI, is responsible for providing leadership to support the delivery and evaluation of a safe, high-quality, accessible, sustainable and integrated health system while improving patient experience through the application of Patient-Family Centered Care principles. The QHI portfolio comprises six teams with expertise in Process Improvement, Accreditation & Quality & Patient Safety Education, Improving Health Outcomes Together, Patient Safety & eSIM, Engagement and Patient Experience, and The Design Lab.

The SPO collaborates with operational and strategic portfolios to co-design the quality and safety agenda to ensure a positive patient journey through our healthcare system. Reporting to the Vice President, Quality and Chief Medical Officer, you are a catalyst for quality, safety, health outcome and patient experience through developing and maintaining strong relationships with key stakeholders and leadership executives, and work with clinicians and administrative co-leads to advance accessible, quality, and sustainable health care in Alberta. You provide expert counsel to AHS executive leadership on continuous quality improvement, safe patient care and patient experience. By delivering high-quality, safe, reliable and seamless experiences for patients and their families, we continue to make a difference in the lives of Albertans. AHS fosters a supportive and progressive environment and this is a chance to showcase your leadership and expertise in the leading healthcare system in Canada.

Description:

In this strategic leadership role, the Senior Program Officer will develop measurable strategies with AHS partners and stakeholders at strategic, operational and zone-based levels to expand safe and highly reliable care. Lead the growth of organizational quality and safety, patient experience objectives for AHS while contributing to the development and evaluation of the overarching strategic and operational plans including integrated care programs. Provide leadership, expertise and resources to enable the organization to develop, implement and evaluate our patient-first strategy. Establish appropriate mechanisms, processes, and frameworks to ensure governance and accountability for all areas of responsibility including accreditation, patient safety, patient relations, and process improvement.

By working collaboratively with key stakeholders and executive leadership within AHS, you will forge strong relationships across the organization and externally, and provide the required expertise and understanding to overcome obstacles in strategic execution. Able to recognize

when and where to change and set priorities, engage key stakeholders, and shift mindsets to develop methods of managing anticipated challenges, you will follow through on tactics to meet established goals and performance targets. While managing the overall operating and capital budgets for the QHI portfolio, you will drive results for the delivery of a high quality healthcare system that provides patient and family-centred care that is safe and continuously improving within a culture of safety at all levels.

This position can be located in Calgary or Edmonton.

Required Qualifications:

A graduate degree in Health Care Management, Health Sciences, Business Administration, Nursing, Allied Health Professions or related health care field. Minimum of five years' experience in a senior management role in a healthcare system. At least five years' experience leading Quality and Healthcare Improvement.

Additional Required Qualifications:

The successful applicant will be able to demonstrate a pattern of professional and personal development. They will be an effective communicator with the ability to engage and influence at all levels, possess organizational skills and the commitment to providing long-term, high-quality services. Must be able to demonstrate the ability to co-design initiatives with key stakeholders. Possess innovation, creativity and diversity in thinking to assess options and implications for long-term goals.

As a key player in the organization, this individual must be able to showcase leadership skills, including demonstrated ability and comfort with decision making responsibilities, coaching and teaching, and the ability to inspire and build confidence in others. They'll have the ability to foster a climate of collaboration and build solid relationships with public agencies, government, boards, committees and other partners. Must have experience managing significant human, financial and physical resources within a complex environment.

Preferred Qualifications:

Experience leading transformational change at a systems level is preferred.

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