

# Leaders

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OPPORTUNITY PROFILE

EXECUTIVE DIRECTOR, SERVICE OUTCOMES & TRANSFORMATION



**Provincial Health  
Services Authority**

# **OPPORTUNITY PROFILE**

## **EXECUTIVE DIRECTOR, SERVICE OUTCOMES & TRANSFORMATION**

### **THE ORGANIZATION: PROVINCIAL HEALTH SERVICES AUTHORITY**

Provincial Health Services Authority (PHSA) is one of six BC health authorities—the other five health authorities serve geographic regions of BC. PHSA's primary role is to ensure that BC residents have access to a coordinated network of high-quality specialized health care services with a provincial mandate.

PHSA oversees the coordination and delivery of provincial programs and highly specialized healthcare services. Specialized services include resource-intensive services, such as heart surgery, transplants, and cancer treatment, which cannot be delivered in every community.

PHSA works with BC's health authorities and the Ministry of Health to bring healthcare closer to where BC residents live, promote health, manage chronic conditions & reduce the burden of illness.

The PHSA Alliance Office provides overall management for delivery of the Workplace Evolving Services and Technology (WEST) Agreement between the six health authorities and NTT Data Canada Inc. (NTT) for the delivery of technology services across all six BC health authorities with a focus on driving transformation and achieving desired clinical outcomes.

PHSA and NTT work together through an agreement of a Shared Vision (shared intention), Guiding Principles and Intended Behaviours (behavioural statements), meant to guide the business relationship and document shared objectives and aspirations. This commitment assists in establishing a collaborative relationship where all parties are vested in shared outcomes and work together to achieve them.

The WEST relationship management structure enacts and supports joint policies, practices and governance structures that emphasize the importance of maintaining and enhancing collaborative working relationships, attitudes and behaviours. The governance structure has a horizontal or peer-to-peer alignment to ensure PHSA and NTT are accountable for success, together.

To learn more, please visit PHSA's [website](#)

## **THE OPPORTUNITY: EXECUTIVE DIRECTOR, SERVICE OUTCOMES & TRANSFORMATION**

The Executive Director, Service Outcomes and Transformation, works jointly and in collaboration with the NTT Clinical Outcomes Lead, the Innovation & Transformation (I&T) Lead, and the Service Operations/Management (SOM) Lead with a strong focus on the WEST clinical/user experience. This includes developing, enhancing and maintaining strong and collaborative relationships with the clinical community, optimizing services to have a positive impact on business and clinical workflows, and advancing technology in alignment with clinical outcomes.

The Executive Director is a change agent that works within a complex, province-wide multi-site environment, consulting with Health Authority (HA) Executives, Chief Medical Information Officers, Clinicians, IMITS and other Alliance Office members to ensure the WEST Services and Service Delivery, I&T and clinical workflows are aligned with the needs of clinicians within and across the six HAs.

This Executive Director leads and represents the WEST Alliance Office in various clinical, I&T and SOM committees; and applies significant influence to reach consensus on decisions related to WEST clinical support services that affect clinical workflows and clinician efficiencies. The position is accountable for planning and managing the human and financial resources for their portfolio.

As a leading member of the Innovation Council, this Executive Director requires a high degree of analysis and creativity to develop Transformation and Innovation Frameworks for assessing, managing and implementing the WEST program for innovation and transformation. The position requires modeling Intended Behaviours and using Guiding Principles for day to day interactions with stakeholders from NTT, the West Alliance Office and the HAs.

This Executive Director exercises professional judgment involving complex and diverse issues, and needs to consult and collaborate with a wide variety of Executive Stakeholders, I&T, Service Management/Delivery and Clinical Leaders across the HAs. This position makes decisions and recommendations where there is a high degree of risk and uncertainty due to the size and complexity of the environment.

## **Key Accountabilities**

- Oversees the WEST Clinical & Service strategy, business continuity, change management, innovation and transformation programs; directs the development of both the Clinical and Service Delivery Management roadmaps (in collaboration with NTT and HAs); and develops the service delivery roadmap to ensure there is alignment with WEST Desired Outcomes, HA requirements and the PHSA's broader strategy.
- Leads a team that includes the Director, Clinical Outcomes, the Director, Innovation and Transformation, and the Manager, Change & Communications to drive service delivery excellence, achieve clinical outcomes, and transform business/clinical services.
- Builds and maintains strategic relationships with NTT's and HAs Clinical, I&T and SOM Leads; drives collaboration and facilitates input from HAs Clinician, Clinical Informatics and Service Management Leads; advises on the impacts and achievements of WEST program outcomes and performance standards, including net gains to clinical and service delivery outcomes.
- Leads reviews of complex analysis used for decisions enabling achievement of Innovation, Transformation Program service improvements, with a focus on clinical workflow and efficiencies; translates technology gaps and issues into clinical/service delivery impact; integrates clinical considerations into WEST policies, procedures and services; and assesses innovative and transformative change proposals to improve WEST clinical support and overall service delivery.
- Provides clinical leadership as a member of the Innovation Council; fosters the generation of purposeful ideas for shared benefit realization and maximizing value for return on investment; provides leadership to support clinical adoption of innovation driven solutions; and influences stakeholders to foster consensus with governance committee members on decisions related to WEST clinical support services & overall service delivery.
- Drives purposeful innovation and transformation through business/clinical engagement and facilitating participation in generating new ideas.

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- Works jointly with NTT Clinical, I&T and SOM counterparts to focus on achieving service excellence and delivering innovation and transformation that aligns with and supports WEST performance outcomes. Represents WEST in various clinical, I&T and SOM committees and initiatives, and develops business cases for change.
- Functions as a voting member of the WEST Executive Management Committee whose accountabilities include:
  - Developing and implementing the WEST strategy;
  - Ensuring alignment to the Statement of Intent;
  - Managing the commercial aspects of the WEST Agreement;
  - Managing the Innovation and Transformation program; and
  - Championing the achievement of the Desired Outcomes.
- Engages with HAs Lines of Business in support of clinical knowledge transfer, currency and accurate documentation.
- Supports development of the Clinical and Technical Service Desks processes for improvement, innovation and service transformation using outputs of data analysis and reporting, as well as services related to: desk-side, technology refresh, device engineering, device security, device acquisition selection, and virtual computing.
- Carries out a leadership role in customer friction factor reviews with a focus on user experience and ensuring clinical and service delivery workflow optimization.
- Oversees staff and establishes clear definitions of responsibility; evaluates staff performance in collaboration with appropriate stakeholders; fosters a positive working environment; listens to concerns and enables decision-making; leads designated staff using effective management techniques, including coaching, mentoring, and skill development.
- Oversees budget & resources for area of responsibility.
- Represents WEST as a member of various PHSA clinical, I&T and service delivery forums and initiatives.

## **Qualifications**

Education, training, and experience equivalent to a Master's degree in a computer science and/or healthcare related field from a accredited University, plus a minimum of ten to 12 (10 to 12) year's recent experience within a complex environment including a minimum of five (5) years of leadership experience in managing multiple large, cross-functional clinical & IT teams and/or projects, in a large scale multi-site organization.

Preference will be given to candidates with the following experience and qualities:

- Prior experience in leading initiatives that have, through clinical engagement, senior-level facilitation and planning, leveraged collective knowledge to inform both Clinical and IT Services and Strategy, as well as mutual awareness and understanding of opportunities and challenges;
- Demonstrated ability to function effectively in a highly dynamic, fast paced environment;
- Ability to work in a complex out-sourced/shared services/matrixed organization;
- Innovative and transformative leadership skills;
- Demonstrated ability to engage clinicians at all levels of the organization and to leverage collective knowledge for informing IT Services and Strategy;
- Ability to advise and advocate on behalf of IT Services and Senior Clinical Stakeholders to promote mutual awareness and understanding of opportunities and challenges;
- Demonstrated ability to provide strategic direction and to analyze and resolve problems;
- Ability to achieve, and to recognize the need for, alignment with the strategic direction of the organization;
- Proven ability to foster collaborative decision-making and to facilitate partnerships and cooperation to achieve shared goals. Strong communication, interpersonal, and public relations skills; and
- Demonstrated ability to grow and sustain mutually beneficial working relationships. Ability to interact tactfully and effectively with staff at all organizational levels, both internally and externally.

## **Key Competencies**

- Change Agent/Champion with Provincial Experience
- Innovation Mindset/Behaviours
- Clinical Context/Insights (Standards, Systems, Policies, Best Practices) or Clinical Systems/Translation and Business Intelligence and Analytics
- Visionary Leadership
- Stakeholder Engagement and Facilitation
- Emotional Intelligence
- Coaching and Mentoring
- Relationship/Partnership Building
- Interpersonal Skills
- Vendor Management
- Communication and Presentation Skills
- Governance
- IT Service Delivery/Transformation
- Influence and Negotiation Skills
- Decisive Decision Making
- Strategic Thinking and Planning
- Service Performance Management (IT Benefits Realization In Context of IT Service Management)
- Adaptability
- Problem Solving
- Critical Thinking
- Achieve Results/Results Focused
- Ideation Through to Realization
- Calculated Risk Taker
- Outcome-Focused Approach (What and How)
- Performance Incentive Based
- Introspective
- Business and Financial Management

## **COMPENSATION**

A competitive compensation package will be provided including an attractive base salary and excellent benefits. Further details will be discussed in a personal interview.

## **FOR MORE INFORMATION, PLEASE CONTACT:**

Morgan Maguire or Tony Kirschner

LEADERS INTERNATIONAL EXECUTIVE SEARCH

#880—609 Granville Street

Vancouver, BC V7Y 1G5

Phone: (604) 688-8422

Email: [vancouver@leadersinternational.com](mailto:vancouver@leadersinternational.com)