



SENIOR MEDICAL OFFICER, MEDICAL AFFAIRS

Quality and Patient Safety & Experience

Applications are invited for the position of Senior Medical Officer - Quality and Patient Safety and Experience. Hamilton Health Sciences (HHS) is seeking an outstanding individual with proven leadership experience, a commitment to continuous enhancement of Quality of Care and Patient Safety and Experience and an ability to transform care leveraging a strong collaborative foundation.

Role description

The Senior Medical Officer, Quality and Patient Safety Experience(SMO-QPSE) is a new and critical role, and the successful individual will work closely with the Executive Vice President & Chief Medical Executive (EVP/CME), Medical Affairs leadership and the VP Quality and Performance to develop and refine a cohesive, consistent and replicable approach to Quality and Patient Safety. The SMO-QPSE will additionally provide strategic leadership to the Medical Affairs department and its accountabilities.

The Senior Medical Officer, Quality and Patient Safety and Experience will include key accountability in association with the EVP/CME, related to strategic partnership in corporate Quality and Patient Safety and Experience. They will be engaged in leading projects and initiatives in enterprise planning, clinical excellence and quality of care, as well as potential effective partnership and relationship building with the University. The individual will serve as an advocate and will work actively with our physicians, while providing oversight and guidance pertaining to physician performance as it relates to Quality and Patient Safety and Experience and the commitment to Best Care for All.

The SMO-QPSE will work collaboratively with physician leaders, University partners, and internal administrative leaders to strategically advance Quality and Patient Safety across the organization and Medical Affairs, ensuring the perspectives of professional staff are incorporated into relevant corporate activities. The SMO-QPSE will effectively lead, in accordance with our Quality Organizational Structure, to advance the development of a structured approach to Quality and Safety deployed across HHS.

The SMO-QPSE will foster an environment that promotes the commitment to excellence in patient care, the patient experience, and patient outcomes. They will have a heightened focus on building quality across all HHS sites, and will work in partnership with the Patient Safety Officer at McMaster Children's Hospital, participating in local or provincial initiatives that examine quality improvement and require standardization to improve quality, drive down risk, and ensure integration of evidence based practice with a goal of assessing performance and target improvements in care. Their role will include participating in, leading others through, and embodying behaviours consistent with the CQI management system. The role will be proficient with the deployment of the CQI framework. The SMO-QPSE will collaborate with inter-professional practice chiefs for the purpose of enhancing inter-professional practice across HHS.

Assisting and supporting the EVP/CME, and in partnership with organizational resources such as Human Resources, Legal Services, Quality & Value Improvement and Patient Experience & Safety, the SMO-QPSE will provide medical practice scope and expertise, including support and guidance to physician leaders (i.e. Department Chiefs, Heads of Service, etc.) related to clinical practice. This will include active leadership in Quality and Patient Safety education and support of QCC / QPSST activities. This role will model people leadership by valuing diversity of perspectives, advocating for development opportunities, and acting as a coach and resource to physicians and physician leaders at HHS in alignment with the journey of the 2023-28 Equity, Diversity and Inclusion Plan.

About HHS

We are the largest employer in the greater Hamilton region and play a vital role in training the next generation of health professionals in collaboration with our academic partners, including McMaster University and Mohawk College. We are a world-renowned hospital for healthcare research, ranked fourth in Canada and we focus on improving the quality of care for our community through innovation and evidence-based practices. Our multi-site hospital has over 1,100 beds and we offer world-leading expertise in many areas, including cardiac and stroke care, cancer care, palliative care, and pediatrics.

Open the door to a career that evolves with you. Start exploring opportunities now and join our team of over 15,000 dedicated staff, physicians, researchers, and volunteers. For more information about Hamilton Health Sciences, read [HHS' Community Report for 2022-23](#), or the HHS website at: www.hamiltonhealthsciences.ca

About Medical Affairs

Medical Affairs is responsible for administrative aspects of the medical, dental and midwifery staff (i.e. professional staff), and acts as a professional affairs body and strategic partner to physicians and organization. The department works closely with the Executive Vice President & Chief Medical Executive (EVP/CME), Department Chiefs, and internal administrative partners

such as Human Resources and Finance. The department also provides regional credentialing support to peer hospitals, supports physician learners at McMaster University Faculty of Health Sciences (FHS), and partners with McMaster University on various initiatives and projects.

Qualifications

The successful candidate must:

- be an internal applicant and a practicing physician within Hamilton Health Sciences
- be qualified to practice medicine and be licensed pursuant to the laws of Ontario;
- have a Certificate of Registration in good standing with the College of Physicians and Surgeons of Ontario;
- have a current Certificate of Professional Conduct from the College of Physicians and Surgeons of Ontario or the equivalent certificate from their most recent licensing body;
- maintain hospital credentials and an active practice within Hamilton Health Sciences’;
- a full-time appointment at the appropriate level within the Faculty of Health Sciences, McMaster University is required and will be available to the successful applicant;
- possess exceptional leadership and motivational skills, including strong people development and team-building skills with the ability to initiate and model positive change;
- have previous experience with formal or informal leadership positions at HHS, McMaster University, or other hospitals or universities;
- have experience and the ability to work closely and collaboratively with senior hospital leadership on complex issues that impact hospital operations and staff;
- thorough understanding of the Hamilton Health Sciences Professional Staff By-Laws, Public Hospitals Act, and associated regulatory requirements in Ontario/Canada, and commitment to the learning and development of others as related to these bylaws;
- formal Quality and Patient Safety experience / education is preferred (quality methodology / tools, Lean Six Sigma, Human Factors, Patient Safety certification, CQI Management System training)
- possess advanced inter-personal skills with demonstrated ability to encourage open exchange of information and ideas to achieve results;
- have demonstrated experience working with others to manage complex issues, such as behavioural or clinical practice concerns, with respect and sensitivity;
- demonstrate self-awareness of personal values, principles, strengths and limitations, and actively seek opportunities for personal learning;
- be able to purposefully build partnerships and build bridges with relevant internal and external stakeholders to create connections, trust, shared meaning and finding new ways to deliver care and support patient experience;
- have experience with quality improvement initiatives in medical or related environments;
- support a collaborative approach to learning, identifying areas for improvement and outside-the-box thinking;
- demonstrate systems and critical thinking that challenges the status quo, to identify issues, solve problems and design improve and, effective processes across systems while maintaining respectful partnerships; and

- have a proven record motivating, inspiring and leading team members to do their best, while removing barriers they may face in their daily work.

The Senior Medical Officer, Quality and Patient Safety and Experience is accountable to the Executive Vice President and Chief Medical Executive and has reporting oversight for the Medical Affairs department at HHS. The position is part-time at .4 of a full-time equivalent or the equivalent of two (2) days per week. The Senior Medical Officer will serve a four-year term, which may be renewed for a second four-year term.

As a condition of employment, you are required to submit proof of full COVID-19 vaccination to Employee Health Services.

Applications should include an updated CV and letter outlining your relevant experience and qualifications for the position.

Interested applicants please submit your application to:

Danielle Fama, Executive Assistant
c/o Executive VP and Chief Medical Executive Office
100 King Street West
Hamilton, ON
L8P 1A2
23rd Floor, Room 128
Ext. 42030 famad@hhsc.ca

Hamilton Health Sciences (HHS) fosters a culture of patient and staff/physician safety, whereby everyone is guided by our Mission, Vision, Values and Values Based Code of Conduct. HHS is a teaching hospital and all staff and physicians are expected to support students and other learners.

HHS is an equal opportunity employer and will accommodate any needs under the Canadian Charter of Rights and Freedom, Accessibility for Ontarians with Disabilities Act and the Ontario Human Rights Code. Hiring processes will be modified to remove barriers to accommodate those with disabilities, if requested. Should any applicant require accommodation through the application process, please contact Danielle Fama (905.521.2100 x 42030 famad@hhsc.ca) for assistance. If the applicant requires a specific accommodation because of a disability during the interview, the applicant will need to advise Danielle Fama when scheduling the interview and the appropriate accommodations can be made.

We would like to thank all who apply, locations in Mississauga, Hamilton and Toronto will be contacted.