



SENIOR MEDICAL OFFICER – Quality, Patient Safety and Experience - McMaster Children’s Hospital and Women’s Health

Applications are invited for the position of Senior Medical Officer – Quality, Patient Safety and Experience for McMaster Children’s Hospital and Women’s Health (SMO – MCH/WH). 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 & Experience and an ability to transform care leveraging a strong collaborative foundation.

Role description

As the physician lead for the patient safety program at McMaster Children’s Hospital (MCH: including the Ron Joyce Children’s Health Centre) and the HHS Women’s & Children’s Health (W&CH) program, the SMO MCH/WH is responsible to support the oversight, implementation, and monitoring of the patient safety program, in collaboration with both MCH/W&CH Leadership and HHS Patient Safety. The SMO MCH/WH works together and in co-leadership with the Director/Manager of Patient Safety at the hospital and reports directly to the Executive Vice President Academic & CME, with a dotted line relationship to the President, MCH and Vice President, W&CH. As co-chair of the MCH/Women’s & Children’s Health Patient Safety Steering Committee, the role has accountability to report to the MCH/W&CH Executive Committee.

Responsibilities Include:

- Support the oversight and implementation of elements of the Solutions for Patient Safety for current and potential quality and safety collaboratives, in partnership with HHS Leadership.
- Active participation and understanding of the various quality improvement initiatives and networks that MCH is involved in.
- Regular participation in Critical Incident Reviews or Quality of Care reviews.
- Active participation in the weekly Serious Safety Event reviews.
- Active participation in the monthly Medication Safety review committee.
- Active participation in education sessions to promote patient safety knowledge and skill development.
- Co-chair of the MCH/Women’s & Children’s Health Patient Safety Steering Committee.
- Prepare to collaborate and present at meetings as needed.
- Promote a culture of commitment to quality and patient safety by developing related policies and procedures.

- Act as an expert resource to Senior Leadership, department managers, physicians, and other members of the health care team regarding quality/process improvement initiatives, data collection, and interpretation.
- Foster a climate of collaboration, knowledge exchange, openness, trust and communication to support high functioning teams.
- Support hospital/physician partnerships by assisting physicians to navigate systems to address concerns or provide feedback.
- Serve as liaison and champion with physicians when practice changes are being considered to enhance patient safety.
- Utilize quality indicators within the Epic EHR to drive quality improvement.
- Facilitate sharing of quality and safety data amongst the physician teams including residents, fellows and other medical team learners.
- Promote and model the SPS philosophies of all teach, all learn and the goal of zero harm.

The role is a 0.2 FTE equivalent, working in collaboration with the Senior Medical Officer - Quality, Patient Safety and Patient Experience.

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:

- Full time practicing physician at McMaster Children's Hospital & Women's Health.
- Fellowship training or post-graduate training in Quality Improvement and/or Patient Safety.
- Ability to build consensus and gain support for strategic goals and priorities in a complex organizational environment.
- Previous experience with formal or informal leadership positions (ie. department leaders, Chair/Chief positions, committee Chairs) at HHS, McMaster University, or other hospitals or universities
- Ability to identify potential for patient or organizational risk and intervene appropriately.
- Demonstrated leadership using strong interpersonal, communication skills, and visionary abilities.
- Demonstrated knowledge of performance measurement, quality improvement and proactive patient safety principles and tools.
- Skilled at building and maintaining internal and external relationships at all levels, including networks and supporting partnerships.
- Demonstrated knowledge of Quality Frameworks, principles and implementation.
- Demonstrated knowledge of change management theories, principles and implementation practices.

The Senior Medical Officer will serve a four-year term which may be renewed for a second four-year term.

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.

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

We would like to thank all who apply, but only those selected for an interview will be contacted.

Deadline date for receipt of applications is March 29, 2024