



Oxford and Area Ontario Health Team **Performance Measurement and Quality Lead**

JOB TITLE: Performance Measurement and Quality Lead
REPORTS TO: Executive Project Lead
STATUS: Temporary Full-Time (1 year contract), with possible extension

Healthcare in Ontario is changing! Health care organizations, providers, and patients and caregivers in our region have joined together to deliver more coordinated, integrated, and seamless care for the community. The Oxford and Area Ontario Health Team (Oxford OHT) includes more than 20 organizations that have partnered to improve the way health care is accessed and delivered.

JOB DESCRIPTION:

The Performance Measurement and Quality Lead is an integral role on the OHT Operations Team. This position will be a key resource in strengthening data driven decisions across the Oxford OHT partnership to support planning and continuous improvements, and providing required data for reporting outcomes to the Ministry of Health/Ontario Health. The ideal candidate will help to make sense of the various data points across and between sectors to support patients and providers understand progress and areas for improvement, based on the identified goals for integrated care. This includes measuring enhancements to patient and provider experience.

They will lead the Performance Measurement and Quality Action Team, while being a dedicated resource for the Priority Population Action Teams (Chronic Disease, Palliative, and Mental Health and Addictions), regularly liaise between supporting Action Teams, and support Leadership and Strategy Council, as needed. They will collaborate with OHT partners and their decision support resources to establish data requirements, develop and maintain performance indicators, and work with technical resources on creation of a balanced scorecard.

RESPONSIBILITIES:

- Provide leadership on the development and sustainability of the annual Collaborative Quality improvement Plan process across the OHT, including tracking progress on key metrics and engaging stakeholders to establish and monitor progress on change concepts
- Establish a common understanding of the Oxford OHT attributed population and key opportunities for improvement via the regular analysis and presentation on population data, performance and utilization measures, costs by care type and expenses
- Collaborate with data coordinators across Oxford OHT partner organizations to carry out data requests
- Analyze and utilize data visualization techniques to present findings to Oxford OHT stakeholder groups to inform planning and decision-making
- Support the translation of findings from data analysis into actionable planning for intervention

- Provide leadership on a strategy to align performance measurement and quality approaches and increase quality capacity across Oxford OHT partner organizations
- Create a performance measurement strategy including the development and maintenance of dashboards
- Create, inform, analyze, and maintain an OHT Balanced Scorecard and present to Oxford OHT leaders and partners
- Ensure project level indicators and metrics align with overall key performance indicators through participating on appropriate working groups
- Provide coaching to OHT partners to strengthen the use of data and metrics to inform decision making, planning and continuous improvements
- Lead Performance Measurement and Quality Action Team, and other teams as required
- Participate on external, provincial, and regional working groups, webinars, and sessions on behalf of the Oxford OHT and report back key takeaways to the OHT
- Liaise with peers across neighbouring OHTs and across the province
- Ensure that Oxford OHT data needs are met, including monitoring and tracking data requests from OHT stakeholders and working groups
- Provide expertise in reviewing project and initiative proposals
- Assist the Oxford OHT with coordinating and delivering on multiple projects, initiatives, and deliverables
- Function across sectors and work with interdisciplinary teams as part of the Oxford OHT
- Works in partnership with Operations Team members to inform communication plans and provide regular, transparent, and accurate updates to key stakeholders
- Advise on and provide support for implementation of best practices regarding data gathering and analysis for population health interventions, including the gathering of socio-demographic data
- Provide detailed reports based on available data sources (including Integrated Decision Support, Statistics Canada census data, local surveys, and others) on health status, current health trends, and potential health outcomes for a variety of interventions
- Create and maintain tools that enable data analytics for the Oxford OHT and its partners
- Fulfill ad hoc performance data requests and reports as required to the Operations Team and the Oxford OHT partnership, including data for planning and proposals for the OHT partners
- Advise on research and integrated care program evaluation design, including quantitative and qualitative measures
- Prepare presentation materials and present Oxford OHT performance data and results at action teams, webinars, etc.
- Act as a resource and support for action teams, attending meetings as needed, participating in development of key performance indicators; ongoing reporting and analysis on performance

KEY COMPETENCIES:

- Exceptional analytical, problem-solving, and critical thinking skills
- Demonstrated excellence in interpersonal, written and verbal communication skills including ability to demonstrate tact and diplomacy with diverse groups of stakeholders, including patients, front-line healthcare providers, community agencies, and healthcare administrators
- Ability analyze and define problems, evaluate alternatives, propose recommendations to support decision making across an interdisciplinary team
- Advanced knowledge of computer applications and Business Intelligence tools (notably Microsoft Suite, Report Builders, Tableau), familiarity with IDS (Integrated Decision Support) is an asset
- Demonstrated excellent statistical skills for data analysis, such as quantitative and qualitative analysis and identification of patterns in data
- Demonstrated excellence in presenting data using data visualization techniques and translation of findings into potential actions and/or recommendations
- Ability to maintain privacy and identify potential risks related to privacy and data sharing
- Demonstrated ability to build partnerships and foster collaborative relationships
- Demonstrated ability to collect and analyze quantitative/qualitative data and apply insights
- Demonstrated effective presentation skills including the ability to present and discuss complex information in a way that establishes rapport, persuades others and gains understanding
- Strong ability to prioritize effectively and follow through on deliverables and deadlines to achieve successful results
- Effective time management skills and ability to balance competing demands
- Strong understanding of the health care system in Ontario
- Use their advanced analytical skills and detailed content knowledge to support evidence-based decision making and monitor OHT performance

QUALIFICATIONS AND EXPERIENCE:

Education:

- Post-secondary education in core domains like health science, public health administration, epidemiology, etc.
- Change Management certification considered an asset (i.e. Prosci)
- Quality Improvement training and/or exposure considered an asset (i.e. Lean Six Sigma)

Experience:

- Minimum 3 years' experience working in a publically funded health care organization (i.e. acute care, home and community care, long term care, primary care, mental health and addictions, etc.)
- 3-5 years of decision support analyst, and/or quality improvement experience, ideally in a health care setting

- Knowledge of data collection requirements and methods (e.g. DAD, NACRS, NRS, OHMRS, IDS, etc.) considered an asset
- Experience working with or in interdisciplinary teams
- Project Management and/or change management experience considered an asset

ACCOUNTABILITY, REPORTING AND CONDITIONS:

Reporting relationship: Performance Measurement and Quality Lead reports to the Executive Project Lead

Supervisory responsibilities: none

Equipment to be used: computer, printer, copier, telephone, fax machine, filing cabinets

Typical physical demands: office environment

Typical mental demands: typical mental demands

Working conditions: Hybrid (remote and in person work required). In person work approximately once per week. Home base location is Woodstock Hospital. Must have own transportation for local travel.

Must have and provide proof of full COVID-19 immunization. Competitive salary and benefits will commensurate with experience.

To Apply: [CLICK HERE](#) to apply. Please include a copy of your cover letter and resume.

The position will be posted until filled. We seek to provide accessibility for all applicants, consistent with our accessibility policies and the AODA. Please let us know if you require an accommodation and we will work with you to meet your accessibility needs. If you require assistance with your application please contact info@oxfordoht.ca .

We thank all applicants; however only those selected for an interview will be contacted to participate in an interview. The interview panel will consist of various health sector partners and patients, families, or caregivers.