

Chief Safety Officer – Job Description



Niagara Health System
Système De Santé De Niagara

Niagara Health System

August 2014

The Opportunity

“Together in Excellence - Leaders in Healthcare”

The Niagara Health System (NHS) is the largest multi-site hospital in Ontario, with an operating budget in excess of \$450 million, encompassing operations in St. Catharines, Niagara Falls, Welland, Fort Erie, Niagara-on-the-Lake, and Port Colborne. Offering an extensive array of clinical services, fully 90% of the hospital care received by the residents of Niagara Region is provided by the NHS, and the NHS accommodates the largest volume of emergency and urgent care in the province. In March, 2013, a new 980,000 square foot state-of-the-art hospital opened to further enhance NHS' service to the Region. Formed by amalgamation a decade ago, the NHS is positioned, by virtue of its geography and regionally distributed resources, to exemplify the best of regional capacity with local service delivery.

This exciting new opportunity provides leadership to the NHS's strategy on patient safety. It will evaluate the current safety net in the organization and identify a strategic direction and align priorities related to safety initiatives. This position will also advise the NHS Chief of Staff/EVP, Medical and the VP, Quality and Strategy on resource needs and utilization to achieve excellent outcomes in quality and safety.

An exceptional, experienced, inclusive and visionary leader with credentials in both senior medical leadership and clinical practice, you work collaboratively with all to harmonize administrative and clinical services while building a long-term plan that creates a highly integrated and innovative community-based academic health network. A physician champion on safety, you work in partnership with other functional areas in the NHS including enterprise quality of care, risk, health and safety, infection control.

This role is anticipated to require a commitment of an average of 3 days/week, for an initial 5-year term, subject to annual reappointment. The Chief Safety Officer must also undertake an active clinical practice within the NHS catchment area.

Overview

As Ontario's largest amalgamated hospital system, the Niagara Health System (NHS) was created in March 2000 as Ontario's largest multi-site hospital amalgamation, now comprised of six sites serving 434,000 residents across the 12 municipalities making up the Regional Municipality of Niagara:

- Douglas Memorial Site in Fort Erie
- Greater Niagara General Site in Niagara Falls
- Niagara-on-the-Lake Site
- Port Colborne Site
- St. Catharines Site
- Welland Site

The NHS is a large, community-based hospital.

- Beds: 900 Acute Care, Complex Care, Mental Health, Long Term Care and Addiction Treatment beds.
- ED and UCC visits: 195,000.
- Inpatient discharges: 35,300.
- Outpatient visits: 250,000.
- Surgical procedures: 41,700.
- Diagnostic tests: 7.9 million.
- Physicians: 640.
- Employees: 4,500.
- Volunteers: 1,100.
- Clinical students: 1,100.
- Annual operating budget: \$450 million.

NHS Clinical and Clinical Support Programs

Clinical

- Emergency Medicine
- Operative and Peri-operative services
- Medicine (Critical Care, General and Internal Medicine and Complex Care)
- Maternal/Child
- Kidney Care Program
- Oncology
- Cardiology and Heart Investigation Unit
- Mental Health and Addictions

Clinical Support Programs

- Diagnostic Imaging
- Laboratory Medicine
- Clinical Nutrition
- Pharmacy

Vision

Together in Excellence - Leaders in Healthcare

Mission

Working within an integrated system for a healthier Niagara

- We provide equitable and timely access for people throughout Niagara to a wide range of patient-focused care and services;
- We provide a full continuum of care through partnerships with other health and social service providers within and beyond Niagara;
- We enhance community well-being and health care delivery through promotion, education and research;
- We commit to innovation and continuous quality improvement in health services to meet our changing health care needs.

Values

Compassion

- We focus on patient needs, concerns and feelings
- We display courtesy and helpfulness to others at all times
- We take time to listen first
- We speak to others in a dignified and understanding manner
- We demonstrate sensitivity to the situations of others

Professionalism

- We strive for quality in all aspects of work
- We take responsibility for actions
- We acknowledge the contributions and successes of others
- We welcome new ideas and innovative thinking
- We take advantage of and encourage new learning opportunities

Respect

- We value the ideas and opinions of others
- We promote and support teamwork
- We communicate with others in a positive, considerate and open manner
- We display trust and integrity at all times
- We respect everyone's privacy
- We treat others fairly

For additional information, please visit the NHS website at www.niagarahealth.on.ca

Chief Safety Officer - Position Description and Candidate Profile

Position Objective

Working in partnership with the Niagara Health System's (NHS) leadership and medical staff, you will provide leadership in the development and measurement of the NHS approach to patient safety.

The Chief Safety Officer (CSO), in consultation with the Chief of Staff/EVP, Medical and VP, Quality and Strategy, must attend to both the internal and external dimensions of the role, by discharging these responsibilities:

Key Responsibilities

- The CSO will develop, initiate and oversee the development of a comprehensive patient safety strategy by collaborating with administrative and clinical staff and programs, to align safety initiatives across the NHS.
- In collaboration with clinical staff and chiefs, participates in the development, monitoring, reporting, and improvement of activities related to clinical pathways and guidelines.
- The CSO will collaborate regionally within our LHIN on projects such as transport policies, surge capacity planning, and disaster exercises.
- The CSO reviews and evaluates services of the NHS that affect patient safety issues, identifies problems, makes recommendations for improvement, and monitors services to ensure that safety recommendations are implemented and the desired results are achieved.
- The CSO proactively educates NHS physicians and staff regarding patient safety best practices.
- The CSO actively participates in the Quality Committee of the Board, making recommendations and providing updates on the status of safety initiatives.
- The CSO engages members of the Clinical Operations and Quality Committee to review quality initiatives as they relate to patient safety.
- The incumbent leads the development of NHS policies and procedures related to patient safety and participates as a stakeholder in the crafting of related NHS policies.
- The CSO will participate in the investigation and reporting of events as required by regulatory agencies and serve as a physician champion on efforts related to patient safety.
- The CSO develops long-range goals, annual objectives, and strategies for area(s) of responsibility. Measures and reviews system performance and budget performance. Provides input into major capital expenses related to safety (e.g., information systems).
- The CSO will work in collaboration with Infection Prevention and Control, Antibiotic Stewardship Program, Occupational Health and Safety, Risk Management, Quality, Emergency Preparedness, and others as necessary to align organizational safety initiatives. S/he will also foster and maintain collaborative relationships with external agencies, and stakeholders related to patient safety

programs.

- The CSO will build strong relationships with other key stakeholders (e.g. EMS, public health).
- The CSO will be an agent of positive change to drive the NHS forward to achieve its goals.

The Ideal Candidate Profile

Experience and Skills Required

The ideal candidate will possess an optimal combination of the following competencies, skills and attributes:

- Visionary leadership to embrace and execute on the vision of patient safety at the NHS.
- Exemplary relationship building, collaboration and inter-personal skills.
- Analytical ability and knowledge of patient safety and quality of care best practices.
- Relentless in the pursuit of quality patient care and patient safety.
- Exemplary communication and listening skills.
- Project management skills.
- Effective commitment to, and passion for, the organization.
- A results focus and bias for action.
- Continuous improvement orientation.
- Sound decision-making and judgment.
- Coaching and mentoring orientation.
- Energy and enthusiasm.
- Compassion.
- Resilience and the courage of his/her convictions.
- Ethical, with a strong moral compass.
- Self-aware and committed to ongoing development.

Career Experience

- Have or qualify for a License to practice medicine in the Province of Ontario.
- In good standing with the College of Physicians and Surgeons.
- Qualify to be a member of the NHS medical staff through the Credentials Committee process and an ability to be accommodated within the NHS's medical services.
- Masters degree in hospital, healthcare, business administration, public health or equivalent degree required.
- Eligible for an academic appointment at the McMaster University Faculty of Health Sciences.
- Five to seven years of progressive experience and responsibility in a complex healthcare environment, including experience in leadership of clinical services and/or experience in performance improvement, quality management, or patient safety areas. Experience working and leading in a complex, multi-site environment is preferred.
- A reputation as a consistently high performing leader.