



Leading Primary Health Care in Guelph

With the vision *The Best Care for Everyone*, the Guelph Family Health Team (FHT) is a leader in the provision of comprehensive, team-based primary care in Ontario. Supporting 130,000 patients, Guelph FHT has 100 family physicians, 8 psychiatrists and 100 interdisciplinary team members in multiple locations in the Guelph area. Our team is committed to providing quality, evidenced-based and compassionate care to advance a culture of learning, collaboration, and sustainability.

Role: Manager, Quality Improvement (Full Time 1.0FTE, Permanent)

Reporting to: Senior Manager, Operations and Performance

Description: This position works collaboratively with internal stakeholders to achieve organizational quality improvement deliverables with regular monitoring and reporting to senior management. Using change management and quality improvement principles, the Manager, Quality Improvement and Evaluation provides project leadership, oversees patient engagement and data collection activities to monitor care delivery and program performance.

Position Responsibilities:

- Identify quality improvement priorities in alignment with strategic plan with supporting Key Performance Indicators
- Manage Quality Improvement Team, including annual performance reviews, team meetings and deliverables
- Lead Guelph FHT Quality Improvement Committee
- Complete annual Quality Improvement Plan including monitoring, reporting and submissions
- Oversee Patient and Family Advisory Committee and patient engagement strategies
- Create data and performance reports for senior management and decision making
- Support Ontario Health reporting activities
- Lead:
 - Population health analysis
 - Program planning and evaluation activities
 - Data collection and assurance processes
 - Performance tool development and evaluation
 - Change management activities
 - Quality improvement training and orientation to promote a culture of quality, learning, collaboration and sustainability

Qualifications:

- Undergraduate degree in health profession, health sciences, or health administration
- Registration with a healthcare regulatory body
- Minimum 5 years clinical experience
- Minimum 2 years progressive leadership experience
- Advanced training in Quality Improvement and Patient Safety– Model for Improvement and Quintuple Aim preferred
- Advanced problem-solving, evaluation, measurement, data collection and analysis skills
- Demonstrated expertise in knowledge translation and group facilitation
- Proficient use of MS Office Applications
- Experience with digital health technologies considered an asset
- Familiarity with the Canadian College of Health Leaders LEADS in a Caring Environment framework considered an asset

Guelph FHT is committed to diversity, equity, and inclusion and welcome all qualified applicants to apply to join our team. We accommodate people with disabilities throughout the recruitment and selection process; please advise Human Resources in advance if an accommodation is required.

Interested applicants can email humanresources@guelphfht.com with a cover letter and resume by April 10, 2025.