



Tehsakotitsén:tha

Kateri Memorial Hospital Centre

P.O. Box 10, Kahnawake, QC J0L 1B0

Tel: (450) 638-3930 Fax: (450) 638-4634

www.kmhc.ca

Internal/External Job Opportunity

Kateri Memorial Hospital Centre is located in the vibrant Mohawk Territory of Kahnawake. We have a 73-bed inpatient facility in a homelike environment and extensive outpatient services. KMHC is dedicated to strengthening the health and well-being of Onkwehshon:’a (people) and providing quality health and preventative care services.

POSITION Quality Improvement, Risk Management and Innovation Advisor
Indeterminate - Full-Time (35 hours per week)

JOB SUMMARY Under the direction of the Manager of Quality Improvements, Risk Management and Innovation, the Quality Improvement, Risk Management and Innovation Advisor (QIRMI Advisor) has the responsibility to analyze the needs, to develop and provide the tools and educational training in order to improve clinical and administrative methods and systems. The QIRMI Advisor will assist in all Continuous Quality Improvement (CQI) projects ensuring evidence-based best practices, and maintain accreditation standards and action plans for all service delivery areas. Specific standards addressed include: those related to resource management, informational needs, risk assessment and mitigation. Other duties are to assist the Risk Management Process by compiling data to generate informational reports for the respective senior manager and/or managers. The QIRMI Advisor will ensure a client and family centered approach and make client/patient safety a daily preoccupation.

REQUIREMENTS Bachelor’s Degree in Health Administration; or a Bachelor’s Degree in a relevant field preferred (Although the requirement is a Bachelor’s Degree any combination of training and experience can be considered relevant)
Three (3) to five (5) years of job-related experience and/or training, or equivalent combination of education and experience
Enjoys inquiry and development
Keen interest in and willingness to learn about Quality Improvement
Excellent computer skills, i.e. Excel, PowerPoint, Word
Experience in the use of software applications, databases and spreadsheets
Comfortable with doing presentations and public speaking
Ability to analyze and interpret general, scientific and professional journals, technical procedures, government reports, financial reports, and legal documents
Ability to respect confidential issues and act with discretion

SALARY In accordance to the Quebec Ministry of Health and Social Services (MSSS) reference Code 1565 Group 105:
Echelon 1 \$27.08 to Echelon 18 \$47.98 per hour, depending on experience

DEADLINE Thursday, May 30, 2024 at 3:30 p.m.

APPLICATIONS Please submit a complete application package which includes:

- Application Form
- Letter of Intent
- Resume
- Proof of Educational Requirements
- Provide names and contact information of three (3) Professional References
- A signed **Privacy Waiver** allowing a security check to be performed along with a photocopy of a **valid photo Identification Card** (Driver’s License preferred or Medicare Card or Band Card)

You can find the following documents on www.kmhc.ca/careers:

- Job Description
- Privacy Waiver
- Application

Submit applications to:

kmhc.hr.kahnawake@ssss.gouv.qc.ca

Posted: May 16, 2024



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Kateri Memorial Hospital Centre

TITLE:	Quality Improvement and Risk Management and innovation Advisor Group 105 Code 1565
DEPARTMENT:	Quality Improvement, Risk Management and Innovation
SUPERVISOR:	Manager of Quality, Risk Management & Innovation
STATUS:	Indeterminate Full-Time
EFFECTIVE DATE:	July 2022
REVISION DATE:	July 18, 2023

JOB SUMMARY

Under the direction of the Manager of Quality, Risk Management and Innovation, the Quality Improvement and Risk Management Advisor (QI-RM Advisor) has the responsibility to analyze the needs, to develop and provide the tools and educational training in order to improve clinical and administrative methods and systems. The QI-RM Advisor will assist in all Continuous Quality Improvement (CQI) projects ensuring evidence-based best practices, and maintain accreditation standards and action plans for all service delivery areas. Specific standards addressed include: those related to resource management, informational needs, risk assessment and mitigation. Other duties are to assist the Risk Management Process by compiling data to generate informational reports for the respective senior manager and/or managers. The QI-RM Advisor will ensure a client and family centered approach and make client/patient safety a daily preoccupation.

RESPONSIBILITIES

- To develop and cultivate CQI and client/patient safety culture throughout the organization
- To participate and conduct consultative/work groups to review practices including policies and procedures to ensure and improve a client and family centered focus
- To assist in the incidents and accidents process with the view of improving the risk assessment plans
- To assist the Manager of Quality, Risk Management and Innovation in organizing CQI initiatives developed by quality committees and respective teams.
- Has attitudes and behaviors which assure the provision of safe care and services
- Is vigilant and takes responsibility to ensure a safe environment for all
- Declares all risk situations, near misses or accidents that are witnessed or discovered on KMHC premises
- To foster an approach to care that is respectful, compassionate and culturally appropriate and competent, responsive to the needs, values, beliefs and preferences of clients and their family members, supporting mutually beneficial partnerships between clients, and health care providers

- Work in an environment that honours the wisdom of Indigenous beliefs, language, culture and traditions

DUTIES

- Inputs and corrects incidents and accidents data in the designated system
- Reviews analysis and responses to incidents and accidents
- Participates and conducts audits specific to the meeting of quality standards
- Prepares, runs and analyzes client-family experience initiatives, such as surveys
- Researches and develops tools in collaboration with respective authorities to effect appropriate changes
- Generates data driven quality and risk management reports
- Participates in education development and provision for all staff
- Identify opportunities for improvement in clinical and administrative practices
- Manage and carry his/her projects to successful completion in accordance with agreed deadlines

QUALIFICATIONS/REQUIREMENTS

Education/Experience:

Bachelor's Degree in Health Administration; or a Bachelor's Degree in a relevant field preferred

Three (3) to five (5) years of job-related experience and/or training, or equivalent combination of education and experience

Enjoys inquiry and development

Keen interest in and willingness to learn about Quality Improvement

Excellent computer skills, i.e. Excel, PowerPoint, Word

Experience in the use of software applications, databases and spreadsheets

Comfortable with doing presentations and public speaking

Ability to analyze and interpret general, scientific and professional journals, technical procedures, government reports, financial reports, and legal documents

Ability to respect confidential issues and act with discretion

Language Skills:

Ability to write reports

Ability to respond to common inquiries from clients or members of the organization

Ability to effectively present information to management, public groups, and/or Board of Directors

Excellent verbal and written communication skills

Mathematical Skills:

Ability to calculate figures and amounts using percentages, interest and ratios

Data entry skills

Reasoning Ability:

Ability to define problems collect data, establish facts, and draw valid conclusions

Physical Demands:

While performing the duties of this position, the employee is frequently required to sit, stand, walk, talk or hear

The employee is required to use hands, fingers, handle or feel objects, tools, or controls

The employee maybe required to lift and/or move up to 25 pounds

The employee is frequently required to use hands and fingers to handle controls

The work environment is that of a health-care facility with air temperature control and moderate noise levels

May be exposed to infectious and contagious diseases/materials

Day-to-day work includes:

- desk and personal computer work
- interaction with clients, staff and physicians

Other Qualifications:

English required and French an asset

Ability to gather and analyze information skillfully

Ability to compile statistics

Planning, organizing and decision-making skills

Professional attitude

Ability to multitask

Team oriented and mature

Possess strong interpersonal skills

Ability to work with diverse groups of people with discretion and sensitivity

Ability to identify opportunities for improvement with respect to his/her own performance and skills

Ability to work independently and in a self-directed manner

Demonstrated ability to communicate effectively with indigenous people, including sound knowledge and understanding of issues impaction mental, emotional, physical and spiritual health in contemporary society

The commitment to learn about indigenous culture and language to better understand and serve the clients

The employee shall perform the services outlined in the above job description, including any related or incidental duties and responsibilities that may be assigned to him/her at any given time.

Incumbent

Date

Manager