

Executive Vice President, Medicine and Quality

Role Summary

Reporting to the President and Chief Executive Officer, the position is responsible and accountable for the overall leadership and governance of the medical staff, and for the quality of care and service within the PHSA. This position ensures the delivery of high quality medical care to all patients served by PHSA, in its direct service delivery role and in its province-wide clinical coordinating and oversight role. As a member of the executive team, the EVP ensures that the medical organization effectively supports care to PHSA patient populations and PHSA's expanded mandate. Key responsibilities include: effective leadership in planning, delivering, and evaluating medical services including the quality and performance of the medical staff; contributing to the success of PHSA's strategic and operational plans, including support of the academic mandate; ensuring effective engagement of medical staff in decision making; and fostering effective relationships with the medical community and other key leaders to improve quality, access to care, and effective and efficient utilization of resources across the Province.

Key Accountabilities

Support the PHSA Board and CEO

- Attend Board and related Board Committee meetings in an executive capacity
- Ensure that the quality of care provided by the medical staff is in accordance with the policies established by the Board of Directors and that it meets or exceeds all relevant quality standards and guidelines
- Ensure that the Board and CEO have relevant and timely access to information pertaining to the quality of the medical care delivered within PHSA, or by PHSA in its province wide clinical coordinating or oversight role

Improve the health of the populations served by PHSA in either direct service delivery or in the Authority's province-wide clinical coordinating and oversight functions:

- Contribute to the development of a comprehensive system of care across the province. Partner with internal and external stakeholders, including patients, to improve quality of care and population health
- Support and facilitate a culture of physician and staff safety and engagement
- Lead and support initiatives to improve care through the use of technology

Advance PHSA's role in teaching and research

- Collaborate with teaching institutions to develop and support an environment for learning and teaching
- Encourage and support opportunities for CME
- Advocate for, and represent, PHSA's education and research enterprise

Oversee the quality of services provided by the medical staff:

- Ensure medical staffs comply with provisions of relevant legislation and by laws of the organization
Monitor and assure Medical Staff compliance with Medical Staff Rules and Bylaws.

For HR Use

Date Created: DRAFT

Date Revised:
September 16/18

Job Code: TBD
Salary Range:

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- Facilitate processes to monitor and assess the competency of Medical Staff members including making recommendations for appointment and re-appointment
- Provide support and mentoring to physician leaders to manage complaints by and about physicians, including inter-professional conflict
- Support investigation and resolution of patient complaints related to quality of medical care

Provide leadership for physician human resources:

- Develop and maintain a medical staff human resource plan including effective processes for recruitment and performance planning
- Develop plans and processes that ensure appropriate medical staff engagement in decision making
- Develop and maintain a system for physician compensation in line with appropriate guidelines. This includes monitoring physician contracted services such as APP. In addition, advocate for the physician resources needed to meet current and future patient and population needs.
- Encourage and role model collaborative working relationships between medical leaders and administration, and between physicians and administration
- Provide advice and guidance to Senior Medical Leaders to assist them in providing effective leadership

Lead quality improvement throughout the organization

- Develop, in collaboration with others, a framework and processes for identifying and improving key patient care processes within PHSA, and across the Province
 - Identify and monitor metrics for assessing quality and safety and reporting to the organization and the Board
 - Develop and implement quality initiatives to improve care as part of an annual quality plan
- Provide medical expertise regarding the use of Information Systems that support the provision of quality care

Foster positive relationships with external stakeholders (e.g. Ministry of Health, health authorities) in support of the PHSA Mandate

- Foster PHSA's role in province-wide clinical coordination and oversight
- Contribute to the development of MoH and governmental policy, initiatives, and directives to improve the health, and healthcare, of British Columbians
- Translate and communicate MoH policy, initiatives and directives within PHSA
- Develop, in partnership with others at the regional, provincial, and national levels, networks of care

Develop appropriate medical administrative structures

- Determine appropriate alignment and distribution of medical staff functions and ensure coordinated and seamless delivery of those functions
- Provide leadership to staff of the Medical Affairs Office and all related roles that provide administrative support to MD's, departments and committees

Qualifications

- Currently registered with the B.C. College of Physicians and Surgeons, or eligible for registration
- A level of education, training, and experience equivalent to a Master's Degree in Health Services Administration or relevant health care discipline with at least 10 years of recent related experience in quality improvement and large complex academic settings
- Leadership in the medical community

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- Experience in multi hospital acute, and complex ambulatory settings
- Strong leadership and management skills, including an understanding of hospital processes
- Demonstrated expertise in problem solving, decision-making, and evidence-based practice
- Demonstrated knowledge of current best practices, quality improvement processes, and patient safety
- Demonstrated commitment to professional growth and development of self and others and a track record of promoting interdisciplinary team collaboration and consultation
- Creative and flexible critical thinking skills
- Commitment to patient- and family-centered care
- Excellent communication, verbal and written, critical thinking and time management skills
- Excellent interpersonal skills and demonstrated ability to work effectively with physicians, Board, administration, staff, volunteers.

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