

Update

Ministry

Health

Describe: Basic Job Details

Position

Position ID

Position Name (200 character maximum)

Director, Quality Planning and Performance

Current Class

Senior Manager (Zone 2)

Job Focus

Policy

Supervisory Level

01 - Yes Supervisory

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Organizational Structure

Division, Branch/Unit

Acute Care, Quatly Planning and Performance

Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Supervisor's Current Class

Executive Manager 2

Design: Identify Job Duties and Value

Changes Since Last Reviewed

Date yyyy-mm-dd

Responsibilities Added:

Responsibilities Removed:

Job Purpose and Organizational Context

Why the job exists:

The Acute Care division provides leadership in planning and enhancing the quality of acute care services in Alberta.

The Director, Quality Planning and Performance, provides strategic leadership and direction to the branch in alignment with the ministry's goals and government priorities. This includes developing and recommending strategic policy, legislation, and strategy options, and building plans for current and future acute care delivery with respect to planning, setting evidence-based standards, delivery, and analytics to enhance system reporting and performance management. The Director connects and develops integrated solutions and approaches across the branches, divisions, and within the ministry.

The role oversees and directs the development of supporting strategies, policies, and legislation underpinning Alberta's Emergency Health Services (EHS) and Acute Care system. Working to support Acute Care Alberta - and key service delivery partners including Alberta Health Services, Covenant Health and major health system stakeholders (e.g. College of Physicians and Surgeons of Alberta, Alberta Medical Association, Health Quality Council of Alberta, etc.), the unit aligns EHS and Acute Care policies with government priorities and strategic directions.

A key responsibility includes working with health system partners to ensure an integrated approach to aligning EHS and Acute Care policies with the Government of Alberta's mandate for the provincial health system. Identify performance standards and outcomes for EHS and Acute Care services in the province by providing expert advice, and developing, measuring, implementing, and assessing initiatives.

Responsibilities

Job outcomes (4-6 core results), and for each outcome, 4-6 corresponding activities:

Leadership, strategic perspective, vision, and direction and provided to the ministry to oversee provincial acute care planning, setting evidence-based standards, delivery and reporting on provincial acute care performance.

- Identify short, medium, and long-term goals for enhancing acute care planning, delivery, and reporting with a focus on improving quality and access standards, and monitoring and aggregating performance measures.
- Identify the priority opportunities and barriers to implementing enhancements to acute care delivery.
- Monitor acute care performance and establish regular reporting cadence to Albertans (e.g., ED wait times, surgical wait times, EMS wait times, etc.).
- Identify the strategies of partners, stakeholders, and other governments and share those strategies across branch discussions and approaches.

Lead the approach to ensure the sufficiency of quality and standards at the provincial health system level.

- Work with peers in health care (e.g., AHS, Colleges, HQCA, PCNs) to coordinate provincial quality and standards initiatives.
- Build and sustain strategic networks with internal and external stakeholders.
- Represent Ministry perspectives and positions on multiple cross-ministry or cross-jurisdictional committees.

Lead initiatives to provide guidance and oversight to quality, standards, and acute care system planning.

- Manage, coordinate, and deliver a growing portfolio for how the department engages in planning, quality and standards oversight and improvement.
- Collaborate with key stakeholders to ensure a health system wide approach to acute care planning, quality and standards with a focus on improving patient safety/outcomes, reducing variability and optimal use of resources.
- Direct issues management processes to be proactive where possible, timely, and comprehensive.
- Represent the branch, division, or ministry on cross-ministry planning committees.
- Build and sustain strategic networks with internal and external stakeholders.

- Lead the development and implementation of key initiatives for acute care health system planning, quality and standards.
- Support acute care clinical service planning initiatives to ensure health services delivery aligns with provincial needs and Ministry goals and objectives.
- Integrate existing standards related to the health system and build linkages across related functions. -Maintains an understanding of planning, quality and standards frameworks and initiatives and applies this to the province.
- Work collaboratively with other divisions to enable and foster integrated communication and collaboration efforts, and to stimulate innovative thinking about planning, quality and standards in the health care system in Alberta.
- Ensures that planning, quality and standards frameworks are integrated with policy and/or legislative reviews and/or revisions, which might be impacted by new models of care.

Relationship management to advance key health system priorities.

- Build and sustain strategic networks with internal and external stakeholders.
- Link the health system priorities with existing initiatives in the ministry or across government.
- Represent the branch, division, or ministry on cross-ministry planning committees.
- Identify contacts and linkages for unit staff to follow up with to engage in their work.
- Engage executive and staff in business/operational planning, progress monitoring and evaluation, and communications.
- Collaborate with fellow branch leaders in the division to advance and deliver on the priorities of the division and to sustain information sharing and communication mechanisms.

Problem Solving

Typical problems solved:

This position removes barriers to ensure effective collaboration with health system partners and leads the work with other stakeholders to create a path for how to support specific projects and coordinate them within a broad framework.

This position will determine who to engage across a large spectrum of stakeholders, and how best to engage them so that the pathways are available for branch staff to move through as part of their work. There is a high requirement for creative and broad thinking/visioning, balanced with identifying related impacts to health system planning processes and policy that may need to evolve to enable the future directions.

The issues tend to be complex and diverse, politically and publicly sensitive, spanning not only several program areas but also the entire health system, affecting significant stakeholder groups with competing needs/interests.

This position will address high profile/sensitive and complex issues of sustained intensity, including risk assessment, analyzing potential ramifications, which are often broadly impactful due to the complexity, diversity, interdependency, and scope within the health system.

This position will be faced with the challenge of developing strategic solutions for setting acute care standards, understanding the scope of clinical and professional standards, and developing and implementing policies related to standards, quality of care, and performance agreements.

Types of guidance available for problem solving:

The Director will seek guidance from the Executive Director, in an effort to support department priorities and initiatives. The position generally has a wide scope of control on most, but not all variables which contribute to

achieving intended results. Therefore, the Director should also regularly and routinely engage the experience and advice of other department colleagues where appropriate. Additionally, the Director may, through a formalized engagement strategy and structure, obtain data, reporting and other forms of information or recommendations from stakeholders that may assist in providing additional insights for consideration.

Direct or indirect impacts of decisions:

The work of this position has a direct impact on the delivery of health care across the entire health system. Through the Director's leadership multiple threads related to service design, change and transformation across the broad health system will be coordinated and managed in a coherent manner.

Interaction with internal and external stakeholders goes beyond enabling communication, the incumbent takes a leadership role in determining whom to contact, when and for what purpose. Within the scope of the role, the incumbent has an independent and significant role in stakeholder engagement for the department.

The value and impact of work will be at multiple levels that include the patient, public, professional, service, organizations, and the system to ensure optimal and effective use of public resources at a business level.

Additionally, within the scope of this role, leadership decisions regarding style and approach of engagement and communication with internal and external stakeholders has significant implications impacting outcomes. Style and approach will be critical to success with delivery through empowering, shaping, influencing, and facilitating and when necessary, being directive.

Key Relationships

Major stakeholders and purpose of interactions:

Executive Director:

- Provide advice and/or recommendations on priorities, initiatives or issues; provide information and updates on actions and outcomes; raise awareness of strategic opportunities or risks and provide solutions.

Divisional / Branch Leadership:

- Regular collaboration across sector with colleagues in other units to inform performance and quality.
- Regular collaboration to facilitate sharing and integration of information, provision of insights, expertise, recommendations, offers of and requests for additional support.
- Alignment with other service area priorities.

Unit Staff:

- Share information, influence consideration for and adoption of policy, research and knowledge management initiatives.

Alberta Health Services/Covenant Health/Service Delivery Partners - Leadership:

- Share information, obtain information, collaborate on quality, planning and performance.

Other External Stakeholders:

- Obtain input, feedback and information, issues management, partnerships on provincial, regional and local healthcare initiatives and services.
- Licensed Operators; Provision of Emergency Medical Services
- Practitioners; Provision of patient care and operational insights informing future decisions.
- Regulatory Colleges and Approved Educational Institutions; Provision of industry information.

Required Education, Experience and Technical Competencies

Education Level Bachelor's Degree (4 year)	Focus/Major Other	2nd Major/Minor if applicable Public Administration	Designation
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If other, specify:
Health care profession is also acceptable

Job-specific experience, technical competencies, certification and/or training:
 -Acute care or related field experience is preferred.
 -Experience working in an acute care setting in a clinical or administrative capacity will be considered an asset.

Behavioral Competencies

Pick 4-5 representative behavioral competencies and their level.

Competency	Level					Level Definition	Examples of how this level best represents the job
	A	B	C	D	E		
Systems Thinking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Integrates broader context into planning: <ul style="list-style-type: none"> Plans for how current situation is affected by broader trends Integrates issues, political environment and risks when considering possible actions Supports organization vision and goals through strategy Addresses behaviours that challenge progress 	The incumbent must understand how changes in health policy impact quality and standards. Because the incumbent is responsible for the design, development and implementation of the framework or quality, changes can have a very large impact on key stakeholders across the health system. As such, a high degree of strategic thinking is required.
Develop Networks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Makes working with a wide range of parties an imperative: <ul style="list-style-type: none"> Creates impactful relationships with the right people Ensures needs of varying groups are represented Goes beyond to meet stakeholder needs Ensures all needs are heard and understood 	Proactively builds internal and external network with peers and executives in the Health System. The incumbent will build effective networks by connecting and building trust in relationships with different stakeholders.
Agility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Proactively incorporates change into processes: <ul style="list-style-type: none"> Creates opportunities for improvement Is aware of and adapts to changing priorities Remains objective under pressure and supports others to manage their emotions Proactively explains impact of change on 	The incumbent must take a proactive leadership role to anticipate, assess and readily adapt to changing priorities and effectively respond to and resolve program issues and concerns. While maintaining an awareness of changing priorities, the incumbent must proactively shift strategic

		roles, and integrates change in existing work • Readily adapts plans and practices	focus and activities as appropriate.
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Benchmarks

List 1-2 potential comparable Government of Alberta: [Benchmark](#)

Director, Primary Health Care (SM2); Director, Workforce Research and Planning (SM2)

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