

EMPLOYMENT OPPORTUNITY

Women's College Hospital is the first and only independent, academic, ambulatory care hospital in Ontario with a primary focus on the health of women. If you're ready to be part of the future of healthcare, then you will want to join an institution in which the possibilities for creative innovation, breakthroughs in new thinking and groundbreaking work in academic ambulatory medicine are limitless. Women's College Hospital is committed to patient safety as a key professional value and an essential component of daily practice.

An exciting Regular Full-Time opportunity as a **Administrative and Patient Flow Supervisor (Competition #106.18)** exists in the Toronto Academic Pain Medicine Institute (TAPMI) and Access Centre reporting to the Director, Clinical Resources and Performance and the Director, Toronto Academic Pain Medicine Institute.

The Toronto Academic Pain Medicine Institute (TAPMI) is a collaborative initiative between Women's College Hospital, Mount Sinai, St. Michael's Hospital, University Health Network, Sunnybrook Health Sciences, CAMH, and the University of Toronto to create access to resources for pain management in a centralized referral intake process at WCH.

The Administrative and Patient Flow Supervisor provides leadership and administrative support to the TAPMI and Access Centre clerical staff. This position is a new role, and an exciting opportunity for an individual that excels at implementing new and innovative processes, is creative, engages and motivates team members and understands the complexities of an ambulatory environment. This role will be responsible for scheduling staff, coordinating and leading team meetings, and using data to monitor program efficiencies with the goal of ongoing quality improvement.

Summary of Duties, but not limited to: **Operations**

- Lead a variety of activities to support efficient Access Centre and TAPMI programs operations, including support in the use of technologies and implementation of processes while ensuring an ongoing professional and collaborative work environment
- Exhibit a strong understanding of the intricate visits/tests/consults/ referrals to be booked within the assigned clinical areas (TAPMI, Surgical, Medical and Mental Health Clinics).
- Co-lead and support the implementation of a Telecommunication model for WCH that will enable effective monitoring quality and utilization outcome measures for the program
- Develop workflows and find efficiencies related to resource management, patient flow and clinic utilization; standardize workflows across divisions.
- Create and monitor clinics' schedules to ensure efficient use of available appointments slots
- Monitor cancellation and no show rates and implement strategies to offset unfavorable rates
- Work collaboratively with the team in the assigned clinics to ensure that team members are informed of the updated schedules, patient appointment confirmation status and any potential changes in the clinics' schedules
- Effectively communicate with all hospital clients and internal and external stakeholders such as referring health care providers
- Expertise in Epic registration/scheduling, clinical operations, other relevant Telecommunications module
- Lead and engage staff (Medical Secretaries, Managers, Physicians) to ensure program achievement including staff and customer satisfaction and registration/scheduling volumes and outcome measures
- Practice fiscal accountability by ensuring smooth flow of patients and supplies in the department by maximizing efficiency, minimizing waste and reducing redundancies
- Demonstrate effective interpersonal, problem-solving and critical thinking skills that are professional in nature and meet the standards established by the organization
- Demonstrate effective leadership skills internal and external to the Access Centre, TAPMI and hospital

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- Create, manage, and maintain staff schedules to ensure efficient clinical operations and a positive staff work environment
- Generate applicable reports such as wait time and utilization; communicate findings to Directors and other key stakeholders; problem-solve issues
- Accountability to monitor the Quality Improvement Plan indications as identified by the clinic and the organization. Problem solve variances outside of target.

Education and Training

- In collaboration with the Clinical Managers and Directors, ensures training of Medical Secretaries on standard administrative registration/scheduling practices, safety procedures and hospital policies – during orientation and ongoing
- Foster standardization, integration and collaboration among all Medical Secretaries regarding registration, scheduling and communications functions
- Promote staff education and learning and create plans for onboarding and orientating new employees to the program as well as develop and execute continuous/refresher training for existing staff
- Conduct staff training in Epic scheduling/registration, TELUS telecommunications system, Nurse Console and emergency code response, etc.
- Role models exemplary customer practices and conducts annual customer service sessions and effective problem solving for staff

Quality and Patient Safety

- Identifies needs, analyzes and recommends service improvements
- Investigates patient complaints in order to report important information to the Clinical Manager and Patient Relations
- As a role model and champion, you will work to identify and integrate safe, best practices into daily activities to foster the delivery of safe and exemplary care
- Monitor and maintain data quality with specific focus on positively impacting program performance

Leadership

- Manage the day-to-day operations of the Centre and TAPMI clinic
- Manage staff performance, encouraging and supporting professional growth
- Conduct interviews and make hiring decisions that are in alignment with the hospital practice
- Develop and implement standard work and processes for the programs
- In collaboration with the Manager/Supervisor, develops competence and confidence of staff with appropriate delegation and support and provides performance feedback

As a role model and champion you will work to identify and integrate safe, best practices into daily activities to foster the delivery of safe and exemplary care.

The responsibilities described above are representative and are not to be construed as all-inclusive.

Qualifications/Skills:

- Community College diploma in operations, health or business administration; Undergraduate degree preferred
- 5 years current and related registration/scheduling experience in a hospital
- Previous leadership or coordinator/supervisor experience in a hospital or related setting



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- Previous experience in a Call Centre or centralized registration and scheduling department in a health care setting
- Experience with Epic electronic patient record and Telecommunications systems
- Previous experience in promoting staff education, learning and professional growth
- Certification in Lean Six-sigma related to health care organizations preferred
- Outstanding written skills
- Must have excellent organizational and administrative skills and strong attention to detail
- Strong MS Office application skills including Word, Excel and Outlook
- Ability to work well in a deadline-oriented customer service environment
- Strong multi-tasking, and time management skills
- Comprehensive knowledge of health care, organizational/office practices, procedures and standards required
- Ability to produce high quality work in accordance with Hospital standards required.
- Ability to maintain confidentiality required.
- Exceptional communication and interpersonal skills, including the ability to concisely process, synthesize and verbally communicate in an efficient manner.
- Good work and attendance record required
- Demonstrated WCH vision mission and values
- Professional behavior and communication that meets the standards of the professional regulatory college or association, as applicable, and the standards of Women's College Hospital
- This position plays a critical role in acting as an advocate for safety and will demonstrate principles, practices and processes that will optimize a safe environment for all

POSTING DATE: April 24, 2018

Please forward resumes via email to HR@wchospital.ca with your name and the competition number in the subject line. (Example: Jane Smith, 1.16)

We thank you for your interest, however, only qualified applicants who are selected to be interviewed will be contacted.

Women's College Hospital is a fully affiliated teaching hospital of the University of Toronto and is committed to fairness and equity in employment and our recruitment and selection practices. We encourage applications from Indigenous peoples, people with disabilities, members of sexual minority groups, members of racialized groups, women and any others who may contribute to the further diversification of our Hospital community. Accommodation will be provided in all parts of the hiring process as required under our Access for People with Disabilities policy. Applicants need to make their requirements known in advance.