

EMPLOYMENT OPPORTUNITY

Women's College Hospital (WCH) is an academic, ambulatory care hospital in Ontario with a focus on health for women and health system solutions. If you're ready to be part of a team that is revolutionizing the future of healthcare, then you will want to join an institution where the possibilities for innovation, new discovery and system thinking are limitless. Women's College Hospital is committed to equity, quality and patient safety as key professional values and essential components of daily practice.

An exciting Regular Full Time opportunity as Manager of Privacy/Risk (**Competition #238.18**) exists in the Quality, Safety and Patient Experience Department.

We are seeking a focused, experienced and results-oriented Manager of Privacy/Risk to join the Women's College Hospital team. The Manager of Privacy/Risk will work collaboratively under the supervision of the Director of Quality, Safety and Patient Experience to support Women's College Hospital's privacy and risk management programs.

Summary of Duties, but not limited to:

- Oversees and has accountability for all aspects of privacy operations, including but not limited to:
 - Leading privacy complaint, incident and breach investigations and making recommendations for key decisions for outcomes
 - Leading privacy impact assessments and reviewing contracts/agreements to ensure compliance with applicable privacy legislation
 - Leading regular system privacy audits, communicating findings and making recommendations for key decisions for outcomes
 - Analyzing privacy operations data, reporting findings and making recommendations to the senior leadership team
 - Acting as the primary liaison with the Office of the Ontario Information Privacy Commissioner, legal entities, and other organizations (other hospitals, TAHSN Privacy Working Group, etc.)
 - Developing, implementing and monitoring privacy policies, procedures and standards
 - Developing and delivering privacy training and education; preparing privacy communications, alerts and web content
- Acts as the key point of contact and subject matter expert across the organization on matters related to privacy, data security, and the interpretation/application of legislation and regulations under the *Personal Health Information Protection Act* (PHIPA) and the *Freedom of Information and Protection of Privacy Act* (FIPPA).
- Identifies privacy best practices and proactively recommends appropriate policies, procedures, processes and practices for key decisions to ensure that the WCH's privacy program meets legal requirements, current industry standards as well as funder, partner and client expectations.
- Responsible for leading and managing all Freedom of Information (FOI) requests.
- Supports the hospital's risk management activities, including but not limited to:
 - Leading patient safety and risk incident investigations
 - Analyzing patient safety and risk data sources to make recommendations to the senior leadership team for key decisions for outcomes

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- Developing, implementing and monitoring risk management and safety policies, procedures and processes
- Developing and delivering risk management education; preparing risk management communications, alerts and web content
- Leading the management of claims including preparing briefs, securing records, tracking claims, and reporting to the hospital's insurers
- Managing legal undertakings including related correspondence, presentations and briefings to senior leadership team for key decisions

Qualifications/Skills:

- A minimum of five (5) years of experience working in privacy in a healthcare setting.
- Successful completion of a post-secondary degree in a related field or combination of education and experience with evidence of continuing professional development in healthcare privacy and risk management.
- Professional privacy designation (CIPP/C or CIPM) or other related certification is an asset.
- Working knowledge of the *Personal Health Information and Protection Act* (PHIPA) and the *Freedom of Information and Protection of Privacy Act* (FIPPA); knowledge of other related legislation including the *Public Hospitals Act* and *Health Care Consent Act*.
- Significant experience with leading privacy breach management processes, conducting privacy audits, developing privacy policies, and implementing effective privacy training.
- Experience conducting/reviewing privacy impact assessments (PIAs), addressing findings and implementing risk mitigation strategies.
- Demonstrated understanding of risk management principles and their application in a healthcare setting.
- Excellent interpersonal and collaborative skills and an ability to deal professionally and discretely with sensitive issues.
- Excellent oral and written communication skills with the ability to communicate objectively and effectively.
- Critical thinking and problem-solving skills with an ability to work independently and meet multiple deadlines.
- Proficiency with Microsoft Office (Word, Excel, PowerPoint, and Outlook).
- Experience working with shared systems an asset.
- Experience with the Epic and RL Solutions an asset.
- Demonstrated satisfactory work performance and attendance history.
- Required to undergo a criminal reference check.

POSTING DATE: September 6, 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



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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.