Appendix D

Sample Job Description: Quality Improvement and Innovation Assistant (*Thank you to the Queens Family Health Team for sharing their sample job description.*)

Learning Plan:
The position of QIIA is designed to provide candidates with a positive and meaningful experience within the fields of health care and project management, and will endeavour to provide candidates with valuable and marketable job skills.

Key areas of skill development include:
- Introduction to issues of patient safety, risk management, and quality improvement;
- Project management experience in a fast-paced and dynamic environment with multiple stakeholders;
- Change management experience, including an introduction to "PDSA" techniques and systems design;
- Communication skills, both oral and written;
- Interpersonal skills, particularly as they relate to issues of diplomacy, engagement, and negotiation;
- Experience developing strategic plans within a collaborative context (i.e. working with committees);
- Data collection, management, and analysis – particularly in terms of using data to evaluate, track, and develop projects, as well as developing quantifiable measurement tools for projects;
- Experience working in health care and education sectors and an awareness of current issues within both;
- Cross-cultural awareness and sensitivity to audience/client needs;
- Specialized training in Excel and Word functions, particularly as it applies to data management, analysis, and reporting, as well as exposure to electronic medical record software; additional training in web development software;
- Leadership, organizational, and problem-solving abilities.

The QIIA's main task will be the collection of data to support and evaluate quality improvement initiatives within the *name of Family Health Team*, followed by the presentation of this data in a coherent way to suggest opportunities and steps to improvement. From a functional perspective, this will involve working with the Better Innovations Group (BIG) – which is our quality improvement and innovation committee – to identify key questions, which the QIIA will then test using such resources such as patient surveys, staff feedback, and most frequently, our electronic medical database. The QIIA will also work with the BIG to develop solutions and recommendations based on these observations, which the QIIA will also be involved with implementing and testing. The QIIA will work closely with the BIG Chair and the Clinical
Program Coordinator during the first two weeks to develop a comprehensive plan for work term, one that will be based on internal (i.e. patient or staff needs) and external directives (i.e. Ministry-defined or hospital-defined targets). The QIIA will be given an introduction to the field of quality improvement and quality assurance in health care, both within our immediate context – e.g. our family health team and the interests of our partners in Kingston – and the larger context of where quality work is headed. In the initial two weeks, the QIIA will work with our Data Analyst to become oriented to the workings of our electronic records system and what types of data it can provide. Depending on the QIIA's background, the first two weeks will also involve specialized training in the various computer applications used within this position, including Excel, Word, PowerPoint, and our website management system. Given that the QIIA will at times work in our clinical space, he or she will be given appropriate workplace safety training
(e.g. health and safety policies for staff, fire procedures for clinical areas).

After this initial training period, the QIIA will work on a series of projects designed to evaluate our current processes and make recommendations for process improvement. It is the goal of this position that each of these projects will be clearly defined projects that the QIIA can complete within his or her work term and that he or she will also have an opportunity to test the recommendations from these quality improvement studies.

The QIIA will also develop structures for quality improvement that will allow the recommendations from his or her evaluations to be applied to future projects and initiatives. Accurate record keeping will be emphasized.

To accomplish these goals, the QIIA will interact with, and receive guidance from, the Chair of the Better Innovations Group (BIG) and the Clinical Program Coordinator on a regular basis and will be included in regular staff/team meetings.

Job Requirements:
- Familiarity with Microsoft Office programs (specifically Excel, Word, PowerPoint)
- Strong communication skills, both written and verbal
- Outstanding organizational skills and problem-solving abilities
- Ability to work independently and as part of a team
- Excellent analytical skills and data management experience
- High degree of professionalism – especially as it relates to issues of patient privacy – and diplomacy
- Current enrolment in an e-Health Graduate program (*optional*)