

Service Medical Director, Seniors Mental Health Service Mental Health Program, Trillium Health Partners

The Service Medical Director will report to the Program Chief and Medical Director of the Mental Health Program, and will work collaboratively with the Program Director of the Mental Health Program to oversee the clinical operations and medical quality of care within the Seniors Service (“Service”) within the Mental Health Program. The Service Medical Director will work in collaboration and in partnership with the Manager of Seniors Mental Health, and shall also maintain collaborative relationships with other Service Medical Directors.

Specific Responsibilities

Quality of Care

- Identify areas of risk, resolve and manage issues that impact or may impact quality of care and/or clinical operations, in collaboration with Program Leadership and in partnership with the Manager of Seniors Mental Health.
- Monitor and ensure medical quality of care within the Seniors Mental Health Service, in collaboration with the Program Chief of the Mental Health Program.
- Monitor quality performance against indicators and develop and implement improvement strategies, in collaboration with Program Leadership.
- Support and promote patient safety initiatives and key enablers for ideal patient experiences.
- Align actions to support the Hospital's strategic plan, including but not limited to the adoption and promotion of the AIDET® methodology within the Seniors Mental Health Service.

Clinical Operations

- Support Program Leadership with strategic planning and clinical operations, including financial management, clinical utilization management and resource allocation.
- Support the Program by providing input into new developments, capital equipment needs and budgetary issues specific to the Seniors Mental Health Service.
- Participate in the development of standardized best practice models of care within each Service and across sites.
- Participate in the development of best practice models that support efficiency within the Service and across all three sites.
- Promote program evaluation guidelines including outcome-based programming and program development.
- Establish networks (internal and external) and build relationships to ensure integration and coordination of Program activities
- Engage Professional Staff Program members in Service goal setting. Provide Professional Staff Program members an opportunity to provide input on decisions that may impact clinical outcomes within the Service.

- Create a healthy work environment that enables teamwork and collaboration, while also promoting staff and Professional Staff satisfaction.

Professional Practice

- Support Professional Staff recruitment for the Service, in collaboration with Program Leadership.
- Provide leadership for the Service while promoting teamwork and collaboration.
- Investigate and respond to Professional Staff code of conduct issues that may arise within the Service, in collaboration with the Program Chief and Medical Director of the Program.
- Regularly round on Professional Staff members within the Service, using the Rounding for Excellence methodology.
- In collaboration with Program Leadership, address, resolve and follow-up on questions, issues and concerns raised by Professional Staff members within the Service.
- Champion AIDET® Professional Staff adoption within the Service.
- In collaboration with Program Leadership, participate in the identification and acknowledgement of Service members for their contributions to Program initiatives and to patient care.

Medical Education

- Support the medical education mandate within the Service in regards to the requirements for medical students based out of the Mississauga Academy of Medicine and residents at Trillium Health Partners;
- Support environments and structures that enhance interprofessional education and the Hospital's relationship with the Mississauga Academy of Medicine; and
- Promote the development of multidisciplinary and specialty-specific educational programs.

Administrative Responsibilities

- Attend meetings and participate in committees where input from the Service is required.
- Attend Program, Service and/or clinical committee meetings, as requested by Program Leadership.

Behavioural Competencies

In order to be successful in this role, the Service Medical Director will demonstrate the following behavioural competencies:

Leading Others

- Demonstrate outstanding communication abilities.
- Possess a high capacity for developing respectful and supportive interpersonal relationships.
- Demonstrate commitment to quality of patient care and embrace best practices.
- Lead by example and demonstrate accountability for his/her personal behaviours and practices.
- Support, coach and mentor others in achieving their personal best.

Influence and Negotiation

- Possess the courage, curiosity and intellectual capacity to identify bold solutions to complex problems and an ability to capitalize upon new ideas, tools and technology.

Results Driven

- Identify tangible goals as part of the solution to complex problems and demonstrate leadership in achieving objectives.
- Possess the ability to develop, lead and sustain a new evolving culture that will continue to value innovation, learning, teaching, research, and a highly collaborative integrative and efficient approach to achieve the best patient outcomes.

Sound Judgment

- Demonstrate an ability to balance risk with knowledge, wisdom and intellectual capacity, and base all decisions on the well-being of patients and families, fiscally sound practices and the organization's vision and strategic goals.

Other Qualifications

- Active member of the Professional Staff in good standing.
- Active member of the Mental Health Program

If you wish to apply to the Service Medical Director, Seniors Mental Health Service position, please submit a letter of interest (not to exceed one page) and a current C.V. to the attention Dr. Ian Dawe, Program Chief and Medical Director, Mental Health Program via email to Lauren.Hayes@thp.ca by August 31, 2017.