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## **Service Medical Director, Acute Mental Health Service Mental Health Program, Trillium Health Partners**

**Trillium Health Partners** (THP) is the largest community-based academic health network in Ontario serving over one million residents in the communities of Mississauga, Peel Region, and West Toronto. The hospital encompasses three main sites – Credit Valley Hospital, Mississauga Hospital, and Queensway Health Centre – offering a full range of acute care hospital services, as well as a variety of community-based specialized programs.

The Mental Health Program at Trillium Health Partners is seeking a Service Medical Director, Acute Mental Health to lead the Services across Trillium Health Partners.

The Service Medical Director will report to the Program Chief and Mental 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 Acute Mental Health Service (“Service”) within the Mental Health Program. The Service Medical Director will work in collaboration and in partnership with the Managers of acute inpatient units, and shall also maintain collaborative relationships with other Service Medical Directors.

### **Specific Responsibilities**

#### ***Quality of Care***

- Identify areas of risk and 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 Managers of the acute inpatient units.
- Monitoring and ensuring medical quality of care within the Acute Mental Health Service, in collaboration with the Program Chief of the Mental Health Program.
- Monitoring quality performance against indicators and developing and implementing improvement strategies in collaboration with Program Leadership.
- Support and promote patient safety initiatives and key enablers for ideal patient experiences.
- Aligning actions to support the Hospital’s strategic plan, including but not limited to the adoption and promotion of the AIDET® methodology within the Acute Mental Health Service.

#### ***Clinical Operations***

- Supporting the Program Leadership with strategic planning and clinical operations, including financial management, clinical utilization management and resource allocation.
- Supporting the Program by providing input into new developments, capital equipment needs and budgetary issues specific to the Acute Mental Health Service.
- Facilitating flow and discharges, monitoring capacity challenges and following the Hospital’s Physician Role Action Cards as appropriate based on the Hospital’s capacity levels.
- Working and collaborating with the managers of the Acute Mental Health Inpatient Units.
- Participating in the development of standardized best practice models of care within each Service and across sites.
- Participating in the development of best practice models that support efficiency within the Service and across all three sites.
- Promoting program evaluation guidelines including outcome-based programming and program development.
- Establishing networks and building relationships to ensure integration and coordination of Program activities.
- Partnering and collaborating with Program Managers.

- Engaging Professional Staff Program members in Service goal setting. Providing Professional Staff Program members an opportunity to provide input on decisions that may impact clinical outcomes within the Service.
- Assisting Chief and Program Director in the creation of individual physician scorecards through the purpose built creation of a data culture.
- Creating a healthy work environment that enables teamwork and collaboration, while also promoting staff and Professional Staff satisfaction.

### ***Professional Practice***

- Supporting Professional Staff recruitment for the Service, in collaboration with Program Leadership.
- Providing leadership for the Service while promoting teamwork and collaboration.
- Investigating and responding 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 rounding with Professional Staff members within the Service.
- In collaboration with Program Leadership, address, resolve and follow-up on questions, issues and concerns raised by Professional Staff members within the Service.
- Championing 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***

- Supporting 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.
- Supporting environments and structures that enhance interprofessional education and the Hospital's relationship with the Mississauga Academy of Medicine.
- Promote the development of multidisciplinary and specialty-specific educational programs.

### ***Administrative Responsibilities***

- Attending meetings and participating in committees where input from the Service is required.
- Attendance to 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 the ability to capitalize on 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**

The successful candidate must be eligible to become an Associate member of THP's Professional Staff. Interested candidates must have appropriate psychiatry qualifications (Royal College of Physicians and Surgeons of Canada or its equivalent), and must be able to obtain a license to practice in the province of Ontario. The position is open to all qualified candidates; however, priority will be given to Canadian citizens and permanent residents of Canada.

The organization is an affiliated academic teaching centre with the University of Toronto. The preferred candidate would be expected to participate in teaching of undergraduate and postgraduate medical learners, and also have the opportunity to participate in clinical and applied research. Excellent interpersonal skills and a commitment to an inter-professional care model are also essential.

The position represents an opportunity to join a group of dedicated healthcare professionals in a progressive organization. We are strongly committed to diversity within the community and especially welcome applications from visible minority group members, women, Aboriginal persons, and persons with disabilities, members of sexual minority groups, and others who may contribute to the further diversification of ideas. All qualified candidates are encouraged to apply; however, Canadians and permanent residents will be given priority.

**If you wish to apply to the Service Medical Director, Acute Mental Health Service position, please submit a letter of interest (not to exceed one page) and a current C.V. to the attention of Dr. Ian Dawe, Program Chief and Medical Director, Mental Health Program via email to [Sparkle.Grant@thp.ca](mailto:Sparkle.Grant@thp.ca) by August 4, 2017.**