



## College of Physicians and Surgeons of British Columbia

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## JOB DESCRIPTION

### Quality Improvement Coordinator, Physician Practice Enhancement Program

#### POSITION SUMMARY

Reporting to the program development and evaluation lead, the quality improvement coordinator is responsible for office assessments, leading quality improvement projects and activities, coordinating the implementation of tools and resources to standardize and improve processes, and participating in research projects relating to the assessment and remediation of physicians and surgeons.

#### DUTIES AND RESPONSIBILITIES

Duties include but are not limited to the following:

##### Office assessments

- develop processes, procedures, and reports resulting from submission of evidence for office assessments
- ensure all activities pertaining to office assessment and follow-up action plans are completed in a timely prescribed manner
- ensure recommended actions are implemented, and monitor and assess the effectiveness of actions
- provide education to community-based offices regarding College practice standards and program assessment standards
- identify requirements and non-compliance to be addressed by the office with associated time frames for completion
- liaise with the Clinical Practice Support Office and program medical advisor on standardized approach to practice standards
- ensure accurate data entry and assessment recording in relevant database and program evaluation frameworks
- coordinate the collection, measurement and reporting of key performance indicators
- conduct data analysis on assessment feedback, monitor trends and provide reports to program leadership

### **Quality improvement**

- update and implement new or changed processes, structures and quality improvement systems to ensure the team is operating under a consistent set of guidelines
- complete environmental scans of current practices in similar organizations; complete literature reviews and determine if there are any leading practices or evidence-based guidelines relevant to physician assessment
- develop partnerships with other organizations and stakeholders to collaborate and contribute to knowledge base of physician assessment and practice enhancements
- plan and implement quality improvement initiatives and projects and ensure effective methodologies are used in assessment and post-assessment activities
- participate in program evaluation and recommend quality improvements to various activities
- find operational efficiencies, identify areas of concern to focus on and present potential solutions, and contribute to information dissemination
- contribute to the development of project plans and objectives outlining timelines and deliverables using project management methods
- summarize information, provide trend analysis and provide summary of findings for various level of report, such as briefing notes, dashboard updates, PowerPoint presentations, summaries, etc.

### **Program evaluation**

- provide support to the program lead in creating evaluation products such as logic models and project plans to ensure project progress and completion
- liaise with external consultants, external stakeholders and other College departments for data collection and information
- conduct research projects assigned by program lead relating to physician assessment and quality improvement

### **Client relationships and communication**

- establish and maintain effective relationships and ongoing communication with clinics, external organizations and internal College departments
- respond to inquiries in a professional and timely manner
- promote teamwork and share appropriate information with staff in a timely manner

### **Administrative support**

- draft or edit template letters as required, ensuring consistency in language and style
- assist in the development of other forms or materials as they arise
- schedule and book various meetings, both internal and external, confirm attendance of guests, distribute material, arrange necessary IT equipment as well as catering requirements
- provide administrative support to the program as required

## SKILLS AND QUALIFICATIONS

Required skills and qualifications include:

- undergraduate degree in adult education, health care or related field, and five (5) years of related experience in a health-care setting, including knowledge/courses in quality improvement or QI methodologies preferred
- one year of data analysis, research, and evaluation preferred; an equivalent combination of education, training, and experience is acceptable
- working knowledge of Microsoft Office applications
- experience with Power Query and Power BI is an asset
- excellent oral and written communication skills
- excellent administrative and organizational skills
- proven ability to perform multiple tasks, balance continuous demands and priorities, and meet deadlines
- initiative and strong problem-solving skills
- strong interpersonal skills
- ability to work both independently and as a team member
- ability to exercise good judgment in recognizing scope of authority and protecting confidential information
- analytical thinker
- detail-orientated

The College of Physicians and Surgeons of British Columbia has been recognized as one of BC's top employers since 2011 and one of Canada's top 100 employers since 2014. Our goal is to attract, develop and retain highly talented employees. We offer an excellent working environment including a hybrid work-from-home/in-office model, opportunities for personal and professional growth, and a comprehensive benefits package.

All applications for this position must be submitted online at <https://www.cpsbc.ca/about/careers/employment-opportunities>.

We thank all applicants for their interest; however, only those selected for interview will be contacted.

The College welcomes all applicants and is dedicated to promoting a diverse, equitable and inclusive environment.