



## POSTING

Open Till Filled

### Regional Medical Director/Regional Department Head

#### Emergency

The Regional Medical Director/Regional Department Head (RMD/RDH) of Emergency will build and support a culture of clinical effectiveness and patient and care-team safety where the patient and family are at the centre of clinical system design.

The RMD role provides regional leadership to support the successful delivery of emergency care and service network within Fraser Health. This senior leadership position is accountable for supporting standardization across the network, recruitment, and monitoring performance against standards.

RDH role is responsible for regional medical care and practice standards, departmental credentialing, quality and utilization monitoring/improvement, departmental operations, academic affiliation, and regional physician resource planning.

This position reports to the Executive Medical Director, Physician Partnerships and Performance.

Preferred qualifications for the successful candidate:

- Eligibility for membership on the FH Medical Staff.
- Five (5) years leadership experience within the healthcare sector and experience in hospital based leadership.
- A Master's degree in health administration or business administration
- Additional leadership training
- Experience with budgetary and operational planning

See the Role Description below.

Compensation is based on the HEABC Medical Leadership – Profiles & Compensation for FFS Physicians. The stipend is paid under contract.

To apply please send a covering letter and your CV to:

**Physician Recruitment**

**E-mail:** Dominique Busto [dominique.busto@fraserhealth.ca](mailto:dominique.busto@fraserhealth.ca)

**Tel:** 236.332.8091



## Regional Medical Director & Regional Department Head

### Emergency

### Role Description

#### Regional Medical Director - Role overview

The Regional Medical Director (RMD) of Emergency Care provides regional leadership to support the successful delivery of a care and service network within Fraser Health from a medical staff perspective. This senior leadership position is accountable for defining medical care and practice standards, supporting standardization across the network, and monitoring performance. The network is situated in designated hospitals and facilities across Fraser Health.

This position reports to the Executive Medical Director, Physician Partnerships and Performance.

#### Key areas of involvement

##### Quality, Standardization and Performance

The RMD will support Medical Staff members within the network to effectively meet quality and standardization deliverables. Specifically:

1. Ensure appropriate regional standards of care and practice are developed and implemented across the network for Medical Staff.
2. Ensure effective quality improvement, patient safety, and risk management activities in relation to Medical Staff members are in place and are achieving intended results
3. Establish effective communication mechanisms across Medical Staff members within the network to allow sharing of best practices and strategies for adoption of best practices.
4. Advocate for resources and other supports across FH including but not limited to professional practice, quality, Health and Business Analytics.
5. Work closely with FH leaders and HAMAC to ensure alignment to FH quality and patient safety priorities.
6. Support the development and adoption of information systems and information management systems within the network that effectively support the standardization and quality of care.
7. Involve Medical Staff members in the development of performance measures and reporting of outcomes for the network. Monitor and ensure compliance with program based quality targets.
8. Meet regularly with the SMDs regarding ongoing issues of patient care impacting the performance of the network. Develop action plans for issue resolution.

## **Recruitment and development**

1. In collaboration with SMDs conduct physician resource planning for the network.
2. Work collaboratively with EMDs of Medical Affairs and Physician Performance to ensure that all contracts with physicians are managed effectively and in compliance with FH policies and procedures, credentialing, and discipline of members of the medical staff
3. Ensure that Medical Staff members within the network understand and comply with the Medical Staff Bylaws, Rules, and Regional Department and FH policies.
4. Address standards of medical practice including issues regarding performance and behaviour of Medical Staff members aligned to the network.
5. Ensure new Medical Staff members are adequately oriented to the network performance objectives, policies and standards of practice to allow their smooth integration into the inter-disciplinary team.

## **Research and Teaching**

1. In collaboration with other senior leaders in FH promote an environment that actively supports teaching and research activities.

## **Leadership and Regional Coordination**

1. Provide leadership through mentoring, coaching, and modeling a collaborative working style and leading by influence and respect.
2. Maintain a high degree of visibility by regular visits to each hospital in which the network is active.
3. Meet with inter-disciplinary clinical leaders, administrators, and network team members to support the alignment of Medical Staff practices with other activities and initiatives/activities of the inter-disciplinary network team.
4. Ensure that the activities of relevant Medical Staff members are consistent with the overall strategic and operational direction of networks and aligned with FH strategies.
5. Liaise with the other PMDs and RMDs to ensure the network's services are coordinated to support a spectrum/continuum of care and service to the patients/residents/clients of FH.
6. Assist when required in the investigation of complaints regarding care provided by Medical Staff members within the network in collaboration with the relevant Local Department Head.
7. Represent the network in public relations initiatives as requested on issues of medical staff policies, procedures, and quality of care.

## **Strategic and Policy Advice**

1. Provide senior medical administrative leadership and decision making, in relation to professional and strategic matters related to the network.
2. Provide Medical Staff leadership for the planning and development of policies that support the integration and standardization of the network; ensure a systems perspective to link individual program needs to the wider health system.
3. Attend HAMAC and provide advice and consultation on strategic and policy matters.

4. Advise Local Department Heads of any concerns relating to the granting of privileges to Medical Staff members for practice within the facility.
5. Provide advice and recommendations regarding cancellation, suspension, restriction, non-renewal, or maintenance of the privileges of members of the Medical Staff practicing in the program.

### **Dispute Resolution**

Mediate disputes involving members of the Medical Staff, including other medical leadership as appropriate.

### **Medical Legal Issues**

Identify potential liability issues and legal concerns and provide advice for specific cases/files to appropriate medical leaders and/or FHA legal counsel as required.

### **Leadership Development**

Actively participate in professional development activities in management and leadership as agreed with the EMD Physician Partnerships and Performance.

### **Performance Evaluation**

Establish leadership goals and role performance objectives consistent with *My Journal*.

The RMD's performance shall be evaluated through *My Journal* by the EMD Physician Partnerships and Performance and may include interdisciplinary peer input from, but not limited to:

- EMD Medical Partnerships and Performance
- Medical Directors (Sites, Regional, Program, Executive)
- Executive Directors
- Medical Staff

### **Qualifications and Experience**

- Eligibility for membership on the FH Medical Staff
- Five (5) years leadership experience within the healthcare sector
- A Master's degree in health administration or business administration is preferred and experience in program leadership is highly desirable
- Additional leadership training is preferred
- Experience with budgetary and operational planning is desirable.

## Leadership Competencies

- General
  - Possesses excellent interpersonal skills and can work effectively with a diversity of personalities, being approachable, and showing respect for others
  - Demonstrated ability to interact with and lead the broader physician community.
  - Demonstrated leadership in roles to lead and move forward complex organizational change issues across health service programs to support broad transformational objectives.
  - Demonstrated ability as an effective consensus builder able to work through influence rather than formal authority.
  - Demonstrated leadership abilities to incorporate program/site needs within the broader context of the health delivery system and multiple program requirements.
  - Demonstrated ability to work and lead within a matrix reporting structure.
  - Sound working knowledge of planning concepts related to service delivery, budgetary, staffing, quality and strategic initiatives.
  - Proven verbal and written communication and presentations skills within a senior leadership capacity.
  - Proven proficiency leading practice of the field of health program leadership.
- LEADS Competencies
  - Leading People: acting with integrity and trust; building a team environment; communicating clearly; and fostering the potential of others.
  - Leading Change: striving for personal mastery; leading with vision; inspiring and engaging; and, promoting innovation.
  - Partnering: focusing on customers and engaging stakeholders.
  - Achieving Results: understanding and demonstrating accountability.
  - Business Acumen: managing resources; possessing health environment and political awareness.

## Compensation

Based on HEABC **Medical Leadership – Profiles & Compensation for FFS Physicians.**

## Term

The term of appointment as RMD shall be for three (3) to five (5) years, renewable upon the recommendation by the EMD Physician Performance. In recommending renewal of a RMD consideration shall be given to the results of performance reviews.

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## **Regional Department Head - Role Overview:**

The Regional Department Head of Emergency Medicine will lead the development of the Regional Department of Emergency Physicians with a cohesive academic and research plan.

Currently 10 Heads of Department (local) report to the Regional Department Head.

### **Deliverables:**

#### Regional Coordination

1. Develops annual operating objectives for the Regional Department
2. Serves as a Member of the Health Authority Medical Advisory Committee (HAMAC).
3. Functions as the channel of communication to keep members of the Regional Department informed regarding Fraser Health (FH), HAMAC, and departmental objectives, policies, and general activities.

#### Departmental Credentialing

1. Recommends appointment and re-appointment of medical staff for which basic, major, or individual procedural privileges should be given, in collaboration with the HAMAC Credentials Committee.
2. Authorizes temporary appointments.
3. Conducts in-depth reviews of department members consistent with the Rules.
4. Considers and makes recommendations regarding all applications for leave of absence by Regional Department members.

#### Quality and Utilization Monitoring/Improvement

1. Develops, with the members of the Regional Department, standards of clinical practice for the department and ensures that the members work within established standards.
2. Ensures that programs are established for the continuing medical education of Regional Department members.
3. Establishes a quality assurance/quality improvement structure and program for the Regional Department, which carries out the functions of review, evaluation, and analysis of the quality of medical care and utilization of FHA resources.
4. Investigates complaints regarding care provided by medical staff within the Regional Department.

#### Departmental Operations

1. Promotes health and wellness amongst members.
2. Encourages a healthy, respectful workplace.
3. Arranges and chairs regional departmental meetings, as required.

4. Conveys the advice, opinions and duly passed motions of Regional Department members to the FHA, the HAMAC, and relevant information from the FHA and HAMAC to the members of the Regional Department.

#### Academic Affiliation

1. Works with the University of British Columbia to ensure that education programs and research activities are being sufficiently promoted and supported, if applicable.
2. Ensures the medical staff academic activities, including education and research, are compliant with FHA policies.

#### Regional Physician Resource Planning

1. Reviews with the regional department members, and EMD, the workforce requirements of the regional department and recommends a plan for the regional department.
2. Contributes to the selection of new staff members.

#### Dispute Resolution:

Mediates disputes involving department members.

#### Medical Legal Issues:

Identifies potential liability issues and legal problems within the department and provides advice for specific cases/files to the EMD, and legal counsel, as required.