

Job Description



Job Title:	Clinic Policy and Development Officer
Department:	Waterloo Eye Institute (WEI)
Reports To:	Clinic Director, School of Optometry and Vision Science
Jobs Reporting:	Clinic Operations Manager, WEI
Salary Grade:	USG 11
Effective Date:	November 2020

Primary Purpose

The Clinic Policy and Development Officer is responsible for the effective management and growth of the Waterloo Eye Institute, clinical quality assurance, including Accreditation, as well as for policy and strategy development and execution, with responsibilities extending to the School of Optometry and Vision Science (School). The Clinic Policy and Development Officer also serves as the Clinic's Privacy Officer. They are responsible for human resources administration, strategic and financial planning and resource optimization, quality improvement, policy and program development, and protection of privacy. The Clinic Policy and Development Officer reports to the Clinic Director and is regarded as one of the senior staff positions in the School, and provides continuity as academic leadership changes.

Key Accountabilities

Member of the Clinic Senior Management Team

- Serves as a member of the Clinic senior management team, working with the Clinic Director, Associate Director for Clinical Education, the Clinic Operations Manager(s), and other senior staff and faculty within the School, with collective accountability for the WEI budget, staffing, operations, policy, and strategic/business plan
- Researches and drafts documents for Clinic Committee review, discussion and approval based on evidence, best practice and consultation (items include policies and procedures, clinic quality assurance, and credentialing)

Policy Development

- Identifies, recommends, researches, and develops policies and procedures related to all aspects of the WEI and school operations and management - to ensure consistent practice, and compliance with established standards, legislative requirements, and best practice
- Undertakes research, review and analysis, and consultation to formulate policies and procedures
- Develops a system for timely and effective communication of policies and procedures to students, staff, and faculty
- Develops and implements a framework and system to standardize policy and procedure development, review, approval, and scheduled maintenance

Privacy Protection

- Serves as the Privacy Officer, exercising discretionary authority and sound judgement to make decisions and provide leadership and strategic advice on all matters relating to access and privacy - in accordance with privacy legislation, and Optometry practice regulations
- Monitors amendments in privacy legislation and related practice and ensures that the WEI incorporates the required changes to ensure legislative compliance and to promote best practice
- Coordinates and delivers privacy training for students, staff, faculty, researchers, and others as required.
- Manages patient record access requests consistent with privacy legislation requirements
- Consults with the University's Chief Privacy Officer as required to ensure alignment with the University's privacy practices
- Manages privacy breach responses in consultation with the UW Privacy Officer
- Reports privacy breaches to the Ontario's Information and Privacy Commissioner (IPC) according to the IPC's reporting requirements
- Develops and submits an annual privacy breach statistical report to IPC; maintains a log of all privacy breaches
- Advances improvement initiatives to address identified privacy gaps, consistent with privacy legislation and best practice

Strategic Planning

- Participates in the strategic planning exercises for the school and the WEI, in the context of and in support of the University's strategic plan
- Develops and updates a business plan for the Clinic that informs, aligns with, and supports the execution of strategic plan priorities for the Clinic and the School
- Provides and develops strategies, management, structure and process for the assessment, planning and provision of services, programs and initiatives that support the mandate and future vision of the Clinic and School.
- Participates in local health system (Ontario Health Team level) planning initiatives as required, representing the WEI

Human Resources Administration

- Supervises the Clinic Operations Manager(s) and provides back-up for other clinic supervision when required
- In conjunction with the Clinic Director, generates and administers staff performance evaluations for the Clinic Operations Manager(s), manages workflow and provides feedback for performance issues
- Provides Workday guidance when required
- Participates in staff recruitment and selection for the WEI, including development of interview tools, as required.
- Provides oversight for Patient Coordinators and other WEI staff and day-to-day operations in the absence of the Clinic Operations Manager(s), requiring working knowledge of all personnel, facility, and other operations issues to ensure effective response and issue management, and staff support
- Participates in the development and delivery of training initiatives for Clinic personnel

Quality Assurance, Continuous Improvement and Risk Management

- Leads the identification, development and implementation of quality assurance/improvement initiatives and projects to improve service quality, stakeholder satisfaction, Clinic performance (effectiveness and efficiency), and student and patient care outcomes
- Leads accreditation, to ensure the timely and effective completion of all accreditation project process milestones (e.g., self-assessment and gap analysis, implementing initiatives to address the identified gaps, participating in the on-site survey process, etc.), in order to achieve-accreditation status with the Accreditation Council on Optometric Education, a strategic and mission critical priority for the Clinic and the School
- Develops and leads staff /patient safety and risk management initiatives
- Develops and implements an enterprise risk assessment and management program to identify, assess, and manage business and patient care risks
- Reviews electronic medical record (EMR) exams status reports and sends out reminders as required to clinical supervisors to complete files to mitigate risk associated with incomplete/unsigned exams
- Manages patient complaint process based on WEI policy and procedure:
 - Ensures that patient complaints are followed up, appropriate action is taken, and that issue is fully documented
 - Maintains a log of patient complaints
 - Analyzes complaint data for trends to identify and act on opportunities for improvement
- Serves as a member of the School's Health and Safety Committee; helping to conduct term safety inspections and provides support during JHSC annual inspections
- Participates in WEI and university level continuous improvement initiatives

Service Delivery & Business Processes

- Provides analysis, recommendations and future implementation for all WEI system management processes. This may include, but is not limited to financial processes (including billing and coding), patient flow, patient safety, patient experience, Health Sciences Optometry Clinic (HSOC) - Kitchener satellite clinic operation, etc.
- Works with the School's in house IT, acting as the liaison between the software company and our IT personnel to ensure EMR upgrades are completed in a timely manner, to identify and advocate for software enhancements to support business requirements, and to ensure that Clinic business processes are developed and revised to support staff and day-to-day operations, in keeping with the software changes

Data Management, Planning & Evaluation

- Analyses, measures and reports service and quality data to identify trends; works with IT to extract service delivery data and to develop statistical reports/analysis to support decision-making, operations, program development and evaluation, and strategic planning
- Coordinates patient and staff satisfaction/experience surveys and undertakes related data analysis and improvement initiatives
- Undertakes analysis to maximize clinic efficiencies and effectiveness, optimize patient flow, patient experience, and quality of care

**All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.*

Required Qualifications

Education <ul style="list-style-type: none">• MSc in Business Administration with a specialization in healthcare preferred.
Experience <ul style="list-style-type: none">• This position requires 5- 7 years of progressive management and executive administrative experience working in a senior role in a health care setting• Knowledge of health policy and management, and Privacy legislation.• Multi-tasking, concurrent task and problem management are essential assets with the ability to assess, analyze and resolve issues.• Extensive experience and demonstrated competencies in leadership, strategic thinking, budget/operations management, human resource management, policy and program development/evaluation, and project/ change management.• Expertise in quality assurance/continuous quality improvement and accreditation/certification systems.
Knowledge/Skills/Abilities <ul style="list-style-type: none">• Proficient use of Microsoft Office required• Expert use of an EMR system required with preference given to experience in Visual Eyes• Knowledge and understanding of policies relating to the development of policies, privacy and risk management required (Policies 11, 46)• Ability to work independently and collaboratively as part of a team• Ability to accommodate different assignments and working schedules

Nature and Scope

- **Contacts:** Within the School, communicates with all personnel in all groups and areas to deal with, influence and motivate others, to promote, justify and settle highly sensitive matters pertaining to the clinic operation, and more broadly, with the University community as required. Externally, this position will have contacts with optometrists in the community, some contact with professional associations and regulators, and with the local health care service delivery sector; possesses strong written and verbal presentation skills, and promotes a continuous improvement culture and mindset.
- **Level of Responsibility:** One of the senior staff positions within the School.
- **Decision-Making Authority:** Has signing authority on all Clinic operating accounts. Decision making authority is consistent with the accountabilities set out for the position as one of the senior staff positions in the School.
- **Physical and Sensory Demands:** Must be sensitive to the needs of all staff, faculty and interns working in the clinic. In addition must be able to, when needed, to deal with issues and concerns raised by the patients who come to the Optometry Clinic for their optometric needs.
- **Working Environment:** Exposure to regular disagreeable situations typical of a senior staff position. Normal stress and pressure associated with this level of position.