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Career Opportunity

ASSISTANT REGISTRAR (0.8 EFT) – Quality Department

The College of Physicians and Surgeons of Manitoba (CPSM) is the medical regulatory authority in Manitoba, serving the public interest by regulating the practice of medicine. Comprising of approximately 55 staff, this unique not-for-profit organization carries out its mandate to protect the public through three core functions:

- **Registration** ensures everyone registered to practice medicine in Manitoba is competent to practice and meets the established registration requirements.
- **Quality** supervises the competency of practice and proactively promotes safe care for Manitobans through ongoing education and quality improvement initiatives.
- **Complaints and Investigations** addresses concerns regarding the care provided by or the professional conduct of registrants. Funding for these essential core functions primarily comes from fees paid by registrants. This enables us to maintain the necessary infrastructure and resources required to fulfill our mandate effectively.

The Opportunity

CPSM is seeking a medical practitioner (0.8 EFT) to lead the Quality Department. The successful candidate will provide oversight and leadership over all aspects of the department. The preferred candidate will maintain a clinical practice in combination with the role of Assistant Registrar. CPSM is open to negotiating the EFT commitment with the successful candidate.

The successful candidate will guide the staff and the department's processes to enable CPSM in fulfilling its statutory mandate to protect the public and promote safe, quality care.

The Individual

The ideal candidate has formal leadership training, experience and demonstrated ability to manage teams in a complex environment effectively. Must have a passion for protecting the public and a keen interest in advancing patient safety with a focus on continuous quality improvement. This position requires the ability to navigate ambiguity well and employ an analytical mindset with a focus on data-driven decision-making. Knowledge and experience relating to regulatory compliance, developing and implementing quality control processes, process improvement (lean design, six sigma, project management, etc.), and mediation would be considered significant assets.

The successful candidate must have experience motivating and inspiring cross functional teams. Experience interacting with the public, auditors/accreditation inspectors, health system leaders and government is desired.

Responsibilities:

1. Provides leadership to the organization as part Senior Leadership team:

- Provides input into the development of both the short and long-term strategic plans which include the key priorities/goals for the organization and the Quality Department.
- Updates Council about applicable key performance indicators and how these are contributing to organizational goals.
- Keeps the Registrar apprised of developments in the Quality Department, including potential risks to the organization.
- Acts as a representative of CPSM in provincial and national meetings.
- Performs Registrar's duties as assigned by the Registrar, during their absence.
- Responds to questions from registrants.

2. Provides oversight & leadership to the Quality Department Including:

- Provides vision and guidance for addressing CPSM's various organizational priorities, as determined by Senior Leadership and Council, over time.
- Ensures processes and resources align with CPSM's core mandate, including that concerns regarding patient safety are prioritized and adequately resourced.
- Develops annual department goals and objectives, including performance indicators, oversees the implementation of strategic plans and establishes the structure to enable the achievement of departmental goals, objectives, and performance indicators.
- Manages and supervises the day-to-day activities of the staff, ensuring the appropriate policies and procedures are adhered to and that the department is performing in such a way to successfully fulfill its performance targets.

3. Oversees and guides the daily operations of the following areas

The duties shown below are illustrative in nature and are not intended to be all encompassing.

- Quality Improvement Program – this program is a regulated requirement overseeing the competence of the practice of medicine focused on engaging every registrant in a process of practice assessment and continuous quality improvement.
 - Ensures the program is meeting its legislative mandated obligation to have all physician registrants participate in quality improvement and continuing practice improvement.
 - Ensure the goals of the program are accomplished over the 7-year cycle as well as providing new and expanded goals.
 - Define and review performance measures – specifically in assessing how the program is improving the overall quality of medical practice in the Province of Manitoba.

- Review processes and foster an environment of continuous improvement.
- Report on the performance of the program to the Registrar and Council as required.

- Quality Assurance - this program is a focused review of practice through peer audit and feedback through the legislated activity of standards committees to supervise the practice of medicine and identify opportunities for improvement.
 - Provides guidance and feedback to the staff and medical consultants as well as assigning projects.
 - Reviews and approves all agendas for the Central Standards Committee.
 - Liaises with the Standards chair to ensure all relevant material is appropriate and complete.
 - Assesses compliance with the programs goals and objectives as well as identifying trends that impact decision-making.

- Prescribing Practices Program (PPP) – this program supports physicians through high-intensity interventions intended to support and nurture education and improvement around prescribing practices.
 - Working closely with the PPP team, you review and approve the quality improvement initiatives related to prescribing.
 - Define outcomes related to the improvement initiatives and regularly report updates to the Registrar and Council.
 - Liaise with Provincial and Regional Health Authorities leadership to ensure standards align with operational realities.
 - Coordinate issues across multiple departments within CPSM where risks to the public and registrants require action.

- Physician Health Program (PHP) - the Physician Health Program supports physicians, residents, medical students, physician assistants, clinical assistants, and physician assistant students who need to prioritize their personal health, while continuing to provide safe and effective care to patients. Our goal is to keep registrants working or enable them to return to practice as soon as it is safe to do so.
 - Oversees and guides the program and staff to ensure appropriate policies and procedures are adhered to.
 - Ensures the program objectives are actionable and aligned with CPSM’s strategic goals and objectives.
 - Where necessary contact physicians to provide them with assistance or direction.
 - Ultimately responsible for ensuring timelines are being met.
 - Develop relationships with external bodies that provide support to physicians.

- Accreditation/Manitoba Quality Assurance Program (MANQAP) – this program is responsible for the accreditation of all lab and diagnostic facilities and all non-hospital medical/surgical facilities (NHMSF) in the province of Manitoba.
 - Ensures the program has enough resources to meet the obligations of the clinical services agreement with Manitoba Health and then monitors progress towards the agreement's deliverables.
 - Reviews reports and presents the recommendations to the committee responsible.
 - Works closely with Manitoba Health or other Government agencies to ensure the program is aligned with the Government's objectives as well as those of CPSM.
 - Ensures the team is effectively and efficiently working with the Council sub-committee responsible for this program.

Position Requirements:***Education & Experience:***

- Medical degree and a minimum of 10 years in practice.
- Must be eligible for full licensure in Manitoba.
- Demonstrated ability to create and maintain rapport with various levels and types of individuals inside the physician community and external stakeholders.
- Understanding of and commitment to principles of quality improvement processes.

Core Competencies:

Leadership Skills - Builds passion and commitment and guides individuals and groups towards desired outcomes by delegating and empowering; thinks and plans strategically; demonstrates a sincere interest in employee well-being; builds and leads effective work teams; builds trust with others through personal authenticity; leads by example; is flexible; generates results.

Change Agent – Proactively leads and drives change, including identifying areas for improvement, developing strategies, and facilitating and implementing changes.

Communication Skills – Expresses verbal and written ideas effectively in individual and group situations; creates clear, concise, and informative reports and correspondence; proactively builds and aligns stakeholders and resources to achieve goals.

Risk Management Skills – Anticipates, identifies, and manages risk.

Self-Awareness – Actively practices self-evaluation, self-reflection, and growth.

Assets:

- Experience working in a regulatory environment.
- Experience in process mapping and lean design.
- Business acumen including the knowledge of the fundamentals of developing business plans with associated budgets.
- Active listening and communication skills with the ability to empathize.
- Public speaking skills.
- Media relation skills.
- Effective written communication skills.
- Knowledge of the Regulated Health Professionals Act, related legislation, Code of Conduct, and Bylaws required.
- Ability and willingness to travel.

Salary and Benefits:

CPSM offers a comprehensive benefits package and a competitive salary range. Individuals will be placed in the range commensurate with qualifications and experience.

Contact:

Interested candidates should submit the following materials:

1. a cover letter
2. curriculum vitae (CV)

This position is subject to a Criminal Record Check.

Submit your cover letter and CV by **October 4, 2024 directly** to:

Email: Recruiting@cpsm.mb.ca

Attn: Dr. Ainslie Mihalchuk
Registrar & Chief Executive Officer
College of Physicians and Surgeons of Manitoba
1000-1661 Portage Avenue
Winnipeg, Manitoba R3J 3T7

The College of Physicians & Surgeons of Manitoba is strongly committed to equity and diversity within its community and especially welcomes applications from racialized persons/persons of colour, Indigenous peoples, persons with disabilities, persons of all sexual orientations and genders, and others who may contribute to the further diversification of ideas. All qualified candidates are encouraged to apply.

Please note that only short-listed candidates will be contacted for an interview.