



Innovation and Transformation Officer

Reporting to the President and CEO, the Innovation and Transformation Officer (ITO), will provide strategic leadership for CMH's future vision for Operational Excellence and Digital Health. In this newly created role, the ITO will play a key leadership role in advancing strategic planning management, digital solutions, and optimizing health system innovation through CMH's partnership with the Northumberland Ontario Health Team and other health system providers in CMH's journey towards a new chapter of health innovation. The ITO will work collaboratively with the Senior Leadership Team and other key stakeholders to implement the strategic plan over the next five years, working with our regional hospital partners in Central Eastern Ontario.

MAJOR DUTIES AND RESPONSIBILITIES:

- Develop and lead a Strategy and Project Management Office.
- Oversees the strategic planning process, execution, monitoring, and reporting.
- Implement tools and systems to track performance metrics and identify areas for improvement.
- Function as a "change agent" for CMH and ensure that process improvement activity is being communicated, understood, and supported within the organization.
- Collaborate with department leads and project teams to define project scope, objectives, and deliverables.
- Monitor project progress, identify risks, and implement mitigation strategies to ensure successful project completion.
- Manage and oversee multiple projects simultaneously, ensuring they are executed effectively within time and budget constraints.
- Accountable for results, the incumbent is responsible for ensuring each initiative provides an improvement in clinical quality, financial stability, process effectiveness/efficiency and/or patient & staff experience.
- Oversees the Clinical Informatics, Health Information, Privacy, Decision Support, and Information Technology team.
- Oversee Corporate Education Development (LEADs, Leadership education, Change management, LEAN),
- Ensure a high performing team and provides leadership and coaching to advance professional and managerial development.
- Function as the Privacy, Digital Health, and Virtual Care Lead.
- Oversee the development of a hospital-wide Improvement Philosophy and Management System, including KPIs, C/I governance structures, and performance dashboards.
- Develop quality improvement plans aligning with strategic plans.
- Lead cross-functional process improvement projects and rapid improvement events (e.g. Kaizen), including project scope, identifying and managing all resources needed, identification and analysis of data, selection of and training on improvement tools (Lean, Six Sigma and/or improvement tools), process mapping, documentation and rollout of improved processes. Investigate and identify root causes of process performance drivers, correct, or develop new processes, as appropriate to achieve improved performance.
- Provide leadership and coaching and build capacity to ensure participation and support from senior leaders, front-line staff, and physicians to sustain and continuously improve the process, the quality and safety of care,
- Facilitates the identification, development, and implementation of corporate improvement initiatives,
- Continuously advances operational effectiveness through coaching staff in the process of improvement, Champions this approach throughout the organization, and owns the results.
- In collaboration with department leads, collects, and uses data to measure, monitor and communicate outcomes of improvement initiatives,

- Prepares and presents reports that identify and analyze trends using data and information collected from the retrospective review process. Facilitates ongoing monitoring of improvement activities and adjustment of processes to maximize the use of resources and enhance outcomes,
- Oversaw the privacy strategy and policies of an organization. Ensuring compliance with privacy laws and regulations, protecting customer and employee data, and managing the organization's overall privacy posture.
- Develop and Implement Privacy Policies and a Compliance Management Program.
- Manage relationships with regulatory bodies and handle inquiries or investigations related to privacy.
- Work closely with the IT and security teams to ensure the protection of sensitive data and ensure data security measures to protect against breaches, unauthorized access, and other risks.
- Foster a culture of privacy within the organization by educating staff on privacy risks and best practices.
- Oversee the investigation and resolution of privacy breaches or incidents.
- Advise on the privacy implications of new products, services, or initiatives and assess the privacy practices of third-party vendors and partners.
- Report to the senior leadership and board of directors on privacy risks, compliance status, and privacy program performance.
- Function as a liaison with external stakeholders (customers, regulators, industry groups) regarding privacy issues.
- Develop and implement hospital-wide cybersecurity policies, including compliance with PHIPA, Ontario Health, and ENHANCE security mandates.
- Develop a crisis response framework for IT failures and oversee IT disaster recovery planning.
- Develops and fosters positive internal and external relationships with patients, clients, service providers, stakeholders, and community partners to advise on an effective continuum of care,
- Monitors changing priorities, trends, legislative requirements, and/or other internal and external emerging issues and analyzes their potential impact on the corporate improvement program,
- Develop and implement standard operating procedures (SOPs) to ensure consistency and quality in service delivery.
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EDUCATION/EXPERIENCE:

- Bachelor's degree in Computer Science, Business Administration or other related discipline.
- Postgraduate degree preferred.
- Certifications in Lean, Six Sigma (Green Belt or Black Belt), or other continuous improvement methodologies.
- Experience in process improvement, project management, or a related role, preferably in a healthcare setting.
- PMP designation.
- CHE designation preferred.
- Extensive knowledge and experience in implementing and sustaining major continuous improvement initiatives within a service operations environment.

SKILLS AND ABILITIES:

- Demonstrated success in establishing, leading, and sustaining positive change,
- Demonstrated leadership abilities, with a proven track record of growing internal resources, mentoring direct and non-direct reports, and an eagerness to invest in others.
- Demonstrated experience leading large, transformational, digital, and technology-enabled projects with a focus on better care and population health, involving multiple stakeholders, complex change management, IT and project governance processes, and detailed business planning.
- Experience with the Use of Agile, Scrum, or PMI best practices in leading transformation projects.
- Demonstrated technical analytical skills, including workable knowledge of Lean, Six Sigma, and the Toyota Production System
- Experience working with and influencing operational leaders and teams.

- Understanding of and ability to balance and integrate the overall business strategy, entrepreneurial vision, and technical service delivery.
- Strong working knowledge of the current environment of Quality Improvement. Health informatics/systems with particular emphasis on how technology can enable the delivery of high-quality care and awareness of cyber security issues/impacts.
- Superior critical thinking skills and ability to generate ideas and fresh perspectives.
- Experience with MS PowerPoint, MS Word, MS Excel, MS Office, proficiency in project management and process improvement tools (e.g., MS Project, Visio, Lean/Six Sigma software), Possess excellent presentation and written/oral communication skills and can engage a knowledgeable audience.
- Demonstrated ability to foster an inclusive workplace culture that values diversity and promotes equity and belonging.

HOW TO APPLY:

Email your resume and cover letter to careers@cmh.ca with the job title and competition number **M25-01** in the subject line. Those selected for an interview will be contacted.

OUR HOSPITAL:

At CMH we have a 38-bed in-patient unit, Emergency Department, Day Surgery, Diagnostic Imaging, Laboratory and more. We serve the area between Peterborough and Belleville, providing the only Hospital between these two larger centres.

OUR COMMUNITY:

Campbellford is a small, picturesque town in the heart of the municipality of Trent Hills. Living in Trent Hills will bring you closer to nature, offering an outdoor lifestyle with close proximity to the Trent Severn Waterway, Ferris Provincial Park, and a wealth of trails for ATVs and snowmobiles.

We thank all applicants for their interest in Campbellford Memorial Hospital. In an effort to promote employment equity, we welcome applications from all qualified individuals including Aboriginal persons, immigrants, members of minority groups, women and persons with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.
