

Position Profile

Director of Community Oncology and Patient Experience

Reports To: Chief of Clinical Operations

Organization: CancerCare Manitoba

Date: October 2024

ABOUT CANCERCARE MANITOBA

CancerCare Manitoba (CCMB) is the provincially mandated cancer authority and is responsible for setting strategic priorities and long-term planning for cancer and blood disorders. CCMB provides clinical services to both children and adults. The cancer services the organization provides to Manitobans include prevention, early detection, diagnosis, multidisciplinary cancer treatment, and survivorship. CCMB is also responsible for radiation protection throughout the province. In addition, the Paul Albrechtsen CancerCare Manitoba Research Institute investigates all aspects of cancer and blood disorders, including research to improve the patient's experience while at CCMB.

CancerCare Manitoba works closely and collaboratively with service delivery organizations to deliver quality cancer services to Manitobans close to home.

The organization's multidisciplinary approach to patient care attracts experts in medical, radiation, and surgical oncology, hematology, the best and brightest scientists, passionate nursing staff, and other dedicated healthcare professionals.

Vision

A world free of cancer

Mission

To reduce and, where possible, eliminate the burden of cancer on the people of Manitoba through exemplary programs of prevention, diagnosis, treatment, rehabilitation, continuing care, research and education.

Values

Respect For People

Dignity, fairness, openness, equity, collaboration, co-operation, sensitivity to cultural diversity and identity, compassion, privacy, confidentiality

Integrity

Honesty, objectivity, reliability, responsibility, fidelity, transparency

Stewardship

Prudence, sensitivity to risks, opportunities and sustainability of human and material resources and the natural and built environment, accountability

Excellence

Timeliness, efficiency, effectiveness, relevance, diligence, creativity, initiative

CCMB Locations

- 5 locations in Winnipeg
- 1 location in Brandon

ABOUT THE DIRECTOR OF COMMUNITY ONCOLOGY AND PATIENT EXPERIENCE

Reporting to the Chief of Clinical Operations, the Director oversees and leads the community oncology and patient experience portfolios. Working with partners is crucial for the successful delivery of cancer services. In the community oncology portfolio, the Director will work with internal and external stakeholders to ensure the delivery of quality and safe care to Manitobans with cancer across the province. This includes program planning, education, evaluation, and a commitment to culturally safe, effective, and efficient patient care. The portfolio encompasses Indigenous health, underserved populations programs, provincial patient navigation, and education.

Patient experience is of utmost importance in all cancer services and activities. The Director will inspire and lead staff to implement integrated, person-centered care and service delivery models for CancerCare Manitoba (CCMB) through the Hope and Healing program, including psychosocial oncology programs, patient and family support services, patient education/information, and other services.

The Director of Community Oncology and Patient Experience provides leadership and direction for the overall management of the assigned programs and/or services including overseeing multiple program/service areas, creating and facilitating an environment of evidence-based care and culturally aware practices. The Director establishes strategic direction and develops strategies and operational plans that effectively support the delivery of cancer services. Strengthening and expanding provincial education, training, and information strategies for multi-disciplinary team members and our patients is a key component of this position. Responsibilities include identifying service and budget priorities, allocating resources, program development, planning of goals and objectives, coordination of service delivery systems, and establishing and monitoring benchmarks and quality indicators. The Director acts as an influencer and leader on health equity, social determinants of health, and cultural diversity and inclusion as they pertain to patient services, experience, and outcomes.

This position is accountable for providing person-centric operational management in a financially responsible manner. Collaboration with leadership, internal teams, and external stakeholders is essential to support patients accessing quality cancer services. The Director functions independently and utilizes strategic and innovative approaches to the planning and delivery of care.

KEY LEADERSHIP ACCOUNTABILITIES

Community Oncology and Patient Experience Management

- Oversee the delivery of services to ensure the provision of culturally safe, anti-racist, trauma-informed, person-centred, evidence-based, best-practice clinical care as it relates to the assessment and treatment of patients and their families.
- Develop strategic plans, goals, and annual objectives in collaboration with internal and external partners.
- Provide leadership and support to staff in developing individual program plans, including the development and implementation of proposals for new or expanded programs or redistribution of resources.
- Work with the Department of Primary Care Oncology and Provincial Surgical Oncology to support the provincial education framework.

- Ensure plans are consistent with and complement the overall strategic plans of the organization.
- Develop and deploy mechanisms for monitoring performance and progress in achieving performance.
- Ensure continuous improvement and redesign for optimizing resources and contributing to a sustainable healthcare system.
- Provide leadership and education on principles of patient experience, patient education/information, and person-centred care with health professionals and leaders in CCMB and across the province.
- Oversee and provide leadership on systems and processes to support the development and management of annual operating and capital budgets, including sponsoring and developing business cases.
- Oversee and provide leadership on systems and processes to support all aspects of contract tendering, negotiation, approval, implementation, and ongoing monitoring. Allocate scarce resources and approve remedial action.
- Work closely with regional, and provincial leaders on initiatives to ensure alignment of provincial standards and program and/or service mandates. Coordinate relationships between regional medical and operational teams, and the deployment of resources.
- Provide overall project leadership for assigned projects including project planning, monitoring of project budgets and deliverables, and staff supervision. In addition, provide leadership to project teams to identify risk and resolve issues across projects, departments, collaborators, regulators, and external stakeholders.
- Direct and strategize with the team responsible for education and training of primary care providers, multidisciplinary teams, and patients.
- Engage with opportunities for quality improvement initiatives and research, such as but not limited to enhancing patient experience, innovative models of care, and improving equitable access to cancer services.

Patient-Centric Leadership

- Enhance the patient experience to ensure the delivery of high-quality care through innovation, systems thinking, and creative problem-solving seen through the lens of the patients.
- Foster collaborative relationships across CCMB to identify opportunities that build awareness and stimulate action toward incorporating a health equity perspective into existing, emerging, and potential programs and initiatives. Identify and propose new tactics, resources, and partners to support these efforts.
- Contribute to awareness and the evidence on health equity and effective approaches through reports and peer-reviewed literature and program planning.
- Gather and incorporate patient feedback to appropriate policies, procedures, guidelines, and/or initiatives.
- Ensure the quality and safety of cancer services delivered while enhancing patient experience and improving outcomes.
- Provide leadership for developing person-centred cancer services, including policy and procedure development.
- Identify and evaluate new initiatives, partnership opportunities, new developments and trends in Indigenous health services planning through literature review, contact with peers at other organizations, and professional associations and attendance at seminars, workshops, and conferences.

Patient Experience Services Planning

- Lead the development, implementation, and evaluation of patient services and activities in conjunction with stakeholders, by determining priorities and objectives to promote evidence-informed approaches for patient experience and capacity building within CCMB and the communities we serve.
- Participate in developing operating plans aligned with the organization's priorities and integrating health system and community-based needs.
- Apply current evidence-based knowledge and information on trends in patient services to implement effective support and make recommendations in service delivery to meet identified healthcare needs.
- Develop proposals, funding partnerships and business cases in line with the program's agendas and priorities.
- Research, identify, develop, and evaluate health equity models; make recommendations to advance health equity objectives and reduce health disparities. Acts as an influencer and subject matter expert on health equity, social determinants of health, and cultural diversity and inclusion.
- Identify and proactively inform senior leaders of opportunities, risks, recommendations, and solutions.
- Lead initiatives and ad hoc projects to introduce changes to health services while ensuring appropriate regulatory compliance and alignment with organizational priorities.
- Participate in developing and implementing related clinical service policies, procedures, and standards to meet best practices for patient care and ensure adherence.
- Implement policy directives and monitor and report on policy, procedures, and standards adherence within health services by establishing and evaluating feedback and follow-up mechanisms.

Patient Services Management

- Plan, coordinate, and ensure the delivery of cancer services throughout the province.
- Collaborate to resolve interdisciplinary care issues and to safeguard and enhance service usage.
- Ensure patient services resources are appropriately allocated to provide continuous service coverage in accordance with operational requirements and pertinent agreements, legislation, and/or regulations.
- Plan, manage and evaluate procedural changes to ensure and improve the delivery of cost-effective, quality patient care in health services.
- Ensure team members' values and perspectives are incorporated in service initiatives and plans and support team members as patient advocates.
- Ensure that the voice of patients and families are heard and incorporated in planning and decision-making.
- Meet with internal and external stakeholders to facilitate collaboration, provide support, resolve operational problems, and provide ongoing direction.
- Ensure participation on related committees to enhance coordination and consistency of standards to meet patient care needs.
- Manage and monitor the supply chain requirements of the program.
- Lead and participate in continuous improvement, policy development, and/or change management initiatives.
- Apply knowledge of organizational and departmental drivers to deliver effective, efficient, and safe cancer services.
- Represent the organization on committees, task forces, and working groups to increase the efficiency and effectiveness of operations.

Financial and Performance Management

- Manage the approved budget and expenditures to align with approved operation and strategic goals and policies.
- Lead the program to achieve goals and performance targets established in alignment with the overall strategic and operating plans, including communicating priorities, required resources (physical, human, financial, technological, intellectual), activities, progress and deadlines, and developments, including any necessary changes.
- Manage the program's ongoing capacity and ensure accurate, timely, and relevant client services are provided and modified as needed.
- Cultivate and model a culture of person-centred service; incorporate feedback from leaders and stakeholders (including patient and family advisors) on the program's performance to evaluate and improve the function's performance.
- Identify and implement opportunities for improved business performance through efficiencies such as in operating expenditures or vendor costs.
- Ensure accreditation standards and legislation specifically related to patient services are achieved and exceeded.
- Perform the functions as described in a manner that avoids all real or perceived conflicts of interest related to the vendor contracting process, vendor selection process, and equipment disposal process.

Staff Management

- Manage, coach, and mentor staff in an engaged work environment focused on supporting the operating goals of the organization with a culture of client service.
- Collaborate with stakeholders to establish and maintain a functional organizational structure for the organizational unit and an accompanying workforce/talent plan.
- Delegate and assign accountability for important outcomes aligned with strategic and operating goals to appropriate staff in the work area, providing ongoing support, coaching, mentorship, and direction to build staff capabilities and ensure goals are achieved.
- Model and ensure compliance with all organizational policies, procedures, standards of practice and guidelines, and all external legislative, regulatory, accreditation and applicable professional requirements.
- Participate and work with HR Advisors in informing labour relations matters as required.
- Evaluate and manage the performance of direct reports ensuring a coaching and mentorship model is applied to build competency and capabilities.
- Provide performance feedback to colleagues based on their interaction with clients and the outcome of their work.

EDUCATION AND EXPERIENCE REQUIREMENTS

A minimum of seven years of progressive leadership in a publicly funded health services organization, combined with a minimum of five years of management in healthcare and three years of program planning, development, and implementation. Candidates must have post-secondary education, training, and/or experience equivalent to a Masters degree in a relevant discipline such as, but not limited to, nursing, health services, health care administration, or business administration.

- Demonstrated strong organizational, interpersonal, communications and leadership skills.
- Demonstrated ability to adeptly manage multiple requests with exceptional time management skills.
- Ability to create and maintain strong stakeholder relationships, including ability to enforce health care standards.
- Proven ability to negotiate and mediate resolutions to complex situations.
- Ability to lead people, manage change, develop strategy, and execute plans.
- Knowledge of health equity issues and social determinants of health and their impact on patient outcomes and experience.
- Understanding of various reports, including Truth & Reconciliation Commission's 94 Calls to Action (2015).
- Model and support full team commitment to Indigenous Cultural Safety and anti-racism.
- Commitment to upholding the shared responsibility of creating lasting and meaningful reconciliation in Canada and in healthcare.
- Knowledge of social, economic, political, and historical realities impacting Indigenous communities and familiarity with Indigenous Cultural Safety and anti-racism and accompanying reports.
- Ability to communicate effectively orally and in writing, including the ability to make effective presentations to a wide range of audiences.
- Ability to provide education and support to patients and their families in accurate, plain language and in easily accessible formats.
- Passion for community education related to cancer care/oncology, including to surgeons and family physicians across the province.
- Relevant healthcare-related management courses are an asset, including but not limited to change management, patient satisfaction and experience, multidisciplinary team environments, conflict resolution, and quality improvement.
- Management experience leading a clinical operations team within a unionized environment is an asset.

Required Licenses, Registrations, and Designations

- An active member in good standing of an associated regulatory body is required, as appropriate.
- Membership in a professional association is preferred (e.g. Association of Regulated Nurses of Manitoba, Canadian Association of Pharmacy in Oncology, etc.).