



Access and Patient Flow Improvement Specialist

Reporting to the Vice President, Patient Services and CNE, the Access and Patient Flow Improvement Specialist (APFIS), provides the vision, strategic direction, and leadership to support patient access and flow improvement transformation throughout Northumberland Hills Hospital (NHH) in keeping with the Hospital's mission, vision, values and strategic direction.

Creating a culture of shared accountability for the integration of current utilization management best practices and a philosophy of 'Home First', the APFIS initially champions NHH's ED Process Improvement Project (ED-PIP), leads hospital wide ED-PIP spread, while also ensuring the ongoing identification of key tactics to support patient access and flow improvement strategies that further drive and sustain efficient and effective patient access and flow improvement. The APFIS will also be responsible for ensuring the ongoing spread and sustainability of the FLO Spread initiative; all surge capacity planning; and initiatives to support NHH's ALC strategy.

Education Requirements/Qualifications:

- Regulated healthcare professional, preferred with a minimum 5 years acute health care experience;
- Masters in Health Administration or Business Administration required;
- Minimum of five years demonstrated leadership experience with experience in involving and motivating teams of diverse professionals in achieving desired results;
- Demonstrated expertise with the application of systems and system analysis techniques, soft systems methodology, value stream analysis/mapping; waste reduction; workplace process reorganization (Lean, Six Sigma, Model of Improvement, etc.), continuous improvement principles and tools, or equivalent;
- Highly developed project management and clinical utilization management skills

Further details can be found on our website: www.nhh.ca

Applicants wishing to apply for the above position, should forward their resume by **May 7, 2010** to:

Northumberland Hills Hospital
1000 DePalma Dr.
Cobourg, ON K9A 5W6
Email: careers@nhh.ca
Fax: (905) 373-6958