

# MANAGER, CLINICAL PERFORMANCE & PATIENT SAFETY

Reference #: 2025-32

**Strong. Proud. Uplifting.**

At Ornge, we believe that ordinary people can do extraordinary things.

Each day, we connect communities with critical care across Ontario, Canada. In the air and by land, our teams deliver equity in emergency response, uplifting the lives of those in our care.

We are excited to onboard individuals who bring energy, enthusiasm, and professionalism to our growing group of difference-makers and life-changers.

Discover Ontario, Canada, and an exciting career with Ornge.

Position Title	Manager, Clinical Performance & Patient Safety
Department/Section	Clinical Affairs
Employment Status	Permanent Full Time
Targeted Starting Salary Range	\$115,731.20-\$137,430.80
Work Mode	Hybrid (2 Days Per Week)
Location	Head Office or Any Base Location
Hours of Work	8:30 am – 4:30 pm
Posting Open Date	March 7, 2025
Posting Close Date	March 21, 2025

The targeted salary range is supplemented by a competitive total rewards package. The salary offered to the successful candidate will consider a wide array of factors such as the individual's skillset, level of experience applicable to the role and internal equity considerations.

## Uplifting Your Career at Ornge

The Manager, Clinical Performance & Patient Safety (MCPPS) oversees the development, implementation, and evaluation of patient safety and clinical quality improvement initiatives. Oversees Paramedic Certification, Ministry of Health Base Hospital Review, and Accreditation Canada EMS and Interfacility Transport Standards. Leads efforts to enhance clinical outcomes during patient transport, ensures adherence to safety protocols, and collaborates with the Medical Advisory Committee and Chief Medical Officer on quality improvement activities. Manages auditing programs and investigations, tracks clinical performance, and presents

outcomes to senior management to continuously improve Ornge's clinical operations and patient safety standards.

### Key Accountabilities:

- Analyzes and interprets reports, ensuring data validity and modifying collection methods as needed.
- Develops performance indicators and synthesizes recommendations from the Ornge Quality Improvement Plan involving multiple partners.
- Leads development and measurement of performance indicators for patient-related strategic plans.
- Investigates sentinel events and patient harm, driving improvements in ongoing care.
- Oversees patient and family partner surveys, facilitating action plans based on feedback.
- Grows the design, development and delivery of solutions that elevate team effectiveness and capabilities, and the evolution of a high-performance culture.
- Drives process improvements through identification of opportunities to automate and leverage technologies.
- Focuses on data integrity and quality to provide greater insights and timely analysis, leading to better data-driven decision making.
- Regularly reviews existing programs, processes, and practices to ensure continuous improvement, innovation, and alignment to fulfil the broader Ornge strategy.
- Measures and communicates success metrics to partners across the business.
- Communicates internal content to drive change management efforts.
- Aligns Clinical Affairs processes with other departments to streamline operations and enhance patient safety.
- Identifies challenges and opportunities, prioritizing patient safety initiatives in collaboration with Risk Management and other departments.
- Assesses high-risk implications and provides timely information to senior leadership.
- Responsible for the certification of all Paramedics following initial education activities/onboarding.
- Oversees paramedic practice elements, including ongoing investigations, paramedic interviews, reintegration, and other certification matters.
- Works with the Director of Paramedic Operations/Chief Paramedic to assist with service compliance related to Ornge's Service Operators Certificate, including but not limited to oversight of base visits/inspections and narcotics tracking.
- Leads national accreditation efforts (e.g., Accreditation Canada EMS and Interfacility Transport), ensuring compliance with standards and implementing improvements.
- Reports on accreditation status, assesses performance indicators and modifies processes to meet patient needs.
- Maintains oversight of Base Hospital Review and Ministry of Health requirements.
- Coaches and develops a team of top talent creating a culture that fosters engagement, passion, and enthusiasm for the organization's vision, mission, and values.
- Oversees a team of professionals and manages their performance.
- Uses change management to lead and support the planning and implementation of transformation initiatives and business process reengineering.

### Qualifications:

- Post-secondary education in a related field and a registered healthcare professional, such as a Critical Care Paramedic, Advanced Care Paramedic, Registered Nurse (Critical Care/Emergency), or Respiratory Therapy with a minimum of 5 years of independent practice.
- Master's degree in a related field, ideally related to the designated portfolio.
- Minimum of 5-6 years of experience in mentorship or leadership.
- Education or quality experience in working with healthcare professionals or within an Ontario Base Hospital as an educator/CQI.
- Experience in the Air Ambulance/Ambulance Service industry (Service Operators, or Base Hospitals).
- Knowledge and experience in the development and delivery of a healthcare-related quality program, utilizing various delivery tools or environments, and maintaining industry best practices.
- Knowledge and experience with investigations related to health care professionals, using a Just Culture framework.
- Maintenance of Critical Care or Advanced Care Flight Certification, along with continued clinical work is preferred.
- Specific designations related to portfolio assignments (PMP, CQIA, CPSO) is preferred.

### Total Rewards:

- Comprehensive Health, Dental and Vision Benefit Plan.
- 24/7 Employee and Family Assistance Program.
- Premium Defined Benefits Pension Plan Automatic Enrollment.
- Three Paid Personal Days (Pro-Rated for Year 1).
- Accrued vacation time starting at three weeks per year.
- PERKS! Employee Promotional Programs relating to personal phone plans, furniture, home/car insurance, travel, fitness, attractions and more!

### At Ornge, we are:

- Community connectors.
- Equity in healthcare.
- Strong in our convictions.
- Proud of the services we provide.
- Uplifting in our mission, values, and services.

### You can expect us to be:

- Competitive in pay, benefits, vacation time and more.
- Promoters of diversity.
- Champions of inclusivity and accessibility.
- Committed to your career advancement.
- A tight-knit, supportive culture.

### A bit about you:

- You are driven by our collective desire to make a difference.
- Excited by problem solving and excels at in-the-moment decision making.
- Teamwork has always been where you thrive.
- You are ready to put your skills into action in a fast-paced environment.

### What's next:

- If you are ready to uplift lives, apply directly online.
- All resumes are reviewed by our team and only those under consideration will be contacted.
- Ornge is committed to providing accessible accommodations in compliance with Accessibility for Ontarians with Disabilities Act (AODA). Should you require accommodation through any stage of the recruitment process, please email us at [talentacquisition@ornge.ca](mailto:talentacquisition@ornge.ca) and we will work with you to meet your needs.
- Ornge encourages applications from candidates identifying as a member of a traditionally underrepresented group including First Nations, Métis, Inuit, and urban Indigenous peoples; Francophone persons; Black and racialized persons; members of 2SLGBTQIA+ communities; and persons with disabilities.

Are you ready to pursue a career that has a profound impact on communities across Ontario, Canada? **Join us.**

**Ornge. Lives uplifted.**