Sunnybrook
CENTRE FOR PREHOSPITAL MEDICINE
Fully affiliated with the University of Toronto

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Non-Union Program Coordinator, Paramedic Practice
Sunnybrook Centre for Prehospital Medicine/Regional Base Hospital Program
Regular Full-Time (1 - Position)

Join the Leaders at Sunnybrook Centre for Prehospital Medicine as Program Coordinator, Paramedic Practice

The **Sunnybrook Centre for Prehospital Medicine**, Regional Base Hospital Program, is responsible for providing medical oversight through certification, recertification, continuing education, and continuous quality improvement to approximately 3,700 paramedics employed by the following services:

- Beausoleil First Nation Paramedic Services
- County of Simcoe Paramedic Services
- Halton Region Paramedic Services
- Muskoka Paramedic Services
- Peel Regional Paramedic Services
- Rama First Nation Paramedic Services
- Toronto Paramedic Services

As **Coordinator, Paramedic Practice**, your focus will be on the efficient and effective operation of the assigned program, ensuring that all activities align with Sunnybrook's high standards of patient safety and care. You will supervise casual staff and assist in managing budget items related to the program focus. This role is pivotal in ensuring quality education, patient safety, and continuous quality improvement in pre-hospital setting.

Key Responsibilities:

- Lead quality assurance and continuous quality improvement activities with a primary focus on **patient safety, clinical excellence, and evidence-informed practice**.
- Analyze clinical, operational, and performance data to identify trends, risks, opportunities for improvement, and emerging patient safety concerns.

- Develop, monitor, and report on quality indicators, performance measures, and program outcomes to support organizational and regional quality objectives.
- Translate data and quality findings into actionable recommendations, improvement initiatives, and system-level changes that enhance patient care.
- Collaborate with paramedic services, Medical Directors, managers, and stakeholders to design, implement, and evaluate quality improvement initiatives.
- Foster a culture of quality, safety, accountability, and continuous improvement throughout the Regional Base Hospital Program.

Reporting:

This position reports to the **Manager, Paramedic Practice.**

Summary of Duties:

- Lead the development, implementation, and evaluation of quality assurance and continuous quality improvement (CQI) programs across the Regional Base Hospital Program.
- Analyze patient care records, performance data, clinical indicators, and operational metrics to identify opportunities to improve patient outcomes and system performance.
- Monitor and maintain quality dashboards, reports, and performance monitoring tools.
- Conduct trend analysis, root cause reviews, and quality investigations to identify contributing factors and recommend corrective actions.
- Monitor compliance with medical directives, clinical practice standards, policies, and applicable legislation.
- Coordinate quality improvement initiatives and facilitate quality reviews with paramedic services, Medical Directors, and other stakeholders.
- Prepare reports and presentations that communicate quality findings, patient safety risks, performance trends, and improvement opportunities.
- Support the development, implementation, and evaluation of performance indicators and quality metrics aligned with organizational and provincial priorities.
- Participate in incident reviews, risk assessments, and patient safety investigations, ensuring appropriate follow-up and documentation.
- Maintain comprehensive records of quality assurance activities, analyses, recommendations, and outcomes.

- Serve as a resource regarding quality improvement methodologies, patient safety principles, clinical standards, and quality management processes.
- Develop and maintain collaborative relationships with regional paramedic services, healthcare partners, and system stakeholders.
- Attend and represent the program at quality, patient safety, operational, and provincial committees or working groups as required.
- Contribute to strategic planning activities related to quality, performance measurement, patient safety, and continuous improvement.

Qualifications and Skills:

- Primary, Advanced or Critical Care Paramedic (or related discipline) with a minimum of 5 years of experience.
- Baccalaureate (preferred) or equivalent Community College diploma in Health Sciences.
- Formal education or certification in Quality Improvement, Lean, Six Sigma, Patient Safety, Health Informatics, or related disciplines is considered an asset.
- Experience in healthcare quality assurance, quality improvement, clinical auditing, or program evaluation.
- Knowledge of current legislation and standards pertaining to pre-hospital care and emergency health services.
- Experience in Data analysis (preferred)
- Strong leadership, facilitation, and coaching abilities.
- Exceptional presentation, communication, and interpersonal skills.
- Strong critical thinking, analytical, and problem-solving skills.
- Experience in process improvement methodologies.
- Strong organizational skills with an ability to prioritize tasks effectively.
- Proficiency with Microsoft Office software (Word, Excel, PowerPoint, and Outlook).
- Commitment to patient and co-worker safety.
- Experience with low/mid fidelity simulation devices is preferred.

Applicants must apply through Sunnybrook Health Sciences Centre by **(Date)**, at: Sunnybrook Employment.

Sunnybrook Health Sciences Centre is committed to providing accessible employment practices that are in compliance with the Accessibility for Ontarians with Disabilities Act (AODA). If you require accommodation for disability during any stage of the recruitment process, please indicate this in your cover letter. Sunnybrook Health Sciences Centre is strongly committed to inclusion and diversity within its community and welcomes all applicants including but not limited to: visible minorities, all religions and ethnicities, persons with disabilities, LGBTQ persons, and all others who may contribute to the further diversification of ideas.