

UNC Institute for Healthcare Quality Improvement Medical Director

Purpose of Organization

UNC's Institute for Healthcare Quality Improvement (IHQI) was established in 2013 as a comprehensive program to develop and mentor clinical improvement leaders while simultaneously testing and refining improvements to patient care. IHQI's mission is to catalyze healthcare improvement, spread, and culture change by engaging clinicians in clinical improvement. IHQI pursues its mission through several programs:

1. The Improvement Scholars Program promotes the development of experience and expertise in quality improvement among UNC Health clinicians and teammates. Improvement Scholars are selected through a competitive proposal process. IHQI provides mentoring, training, technical assistance, and project management to Improvement Scholars.
2. IHQI's course "Physician Engagement in Quality and Safety" (PEQS) helps physicians gain a solid foundation in quality improvement by highlighting the safety and quality challenges facing healthcare and emphasizing physicians' role as leaders in clinical improvement. Medical residents at UNC attend the course which meets national requirements established by the Accreditation Council for Graduate Medical Education.
3. The Improvement Fellows Program promotes professional development in clinical improvement through mentoring, training and educational programming targeting physicians who aspire to clinical improvement leadership positions. IHQI organizes mentorship committee activities for fellows.
4. The Quality Improvement Speaker Series consists of events featuring experts in quality and safety from inside and outside the UNC system as well as an annual Improvement Scholars Program Symposium attended by faculty, clinicians, teammates and administrators.
5. IHQI supports the School of Medicine's Scholarly Concentration in Quality & Safety Leadership "Clinicians Engaged in Quality and Safety" (CLQS). CLQS students are matched with clinical improvement leaders who precept students' year-long practicums. Students participate as improvement team members under the leadership of their mentors. IHQI supports student recruitment and matching with mentors as well as the design, implementation, and evaluation of classroom-based learning sessions on clinical improvement.
6. Central Line Insertion Training (CLIQIC) is a simulation-based program designed to equip incoming UNC residents with the skills necessary for safe and effective central line placement. IHQI provides comprehensive program management support, ensuring that all timeline activities are met and that the program remains aligned with the strategic goals of the organization.
7. IHQI manages the ABMS Portfolio program for physician boards' Maintenance of Certification.

Purpose of Position

The Medical Director:

- Oversees Institute strategy and operational planning and execution.
- Develops and nurtures strategic relationships with School of Medicine Departments leaders and UNC Health Quality leaders.
- Mentors and teaches clinical improvement science to IHQI program participants, IHQI Associate Director/Faculty Improvement Coaches, and IHQI teammates

The Medical Director reports to the UNC Health System Chief Medical Officer/Chief Quality Officer.

The position requires at least 0.20 FTE.

Duties and Responsibilities

1. Oversee Institute planning, operations, and evaluation including strategy, program design, budget, human resources, and communication.
2. Oversee and guide IHQI Associate Director/Faculty Improvement Coaches in their roles to evaluate Improvement Scholars' and Fellows' professional development needs and coach and guide scholars to develop leadership capacity to lead clinical improvement.
3. Participate in and teach at Improvement Scholars' learning sessions, PEQS and CLQS.
4. Host annual IHQI Improvement Scholars Symposium.
5. Working closely with IHQI quality leaders, lead monthly program planning and evaluation meetings with Associate Directors/Faculty Coaches and IHQI teammates.
6. Serve as member of Quality governance committees.

Qualifications

1. Subject matter expertise in clinical improvement.
2. Leadership experience at a departmental, service line, clinic, program or similar level.
3. Demonstrated passion for clinical quality and the skills and personal traits needed to develop strong relationships and trust.
4. Ability to lead groups and speak publicly.
5. Experience leading clinical improvement initiatives from planning, proposal, startup, implementation and sustainment.
6. Experience teaching clinical improvement.
7. Experience mentoring others, especially physicians.
8. Knowledge of UNC Health structures and systems and ability to get things done within those structures and systems.