



GOVERNMENT OF GRENADA

VACANCY NOTICE DIRECTOR OF QUALITY IMPROVEMENT

Job Description

Background

The Government of Grenada's (GOG), Ministry of Health (MOH) is currently working to improve healthcare services at medical facilities in Grenada, Carriacou and Petite Martinique. As such, the MOH has begun working with an international hospital system to implement a medium-term project to improve the quality and safety of clinical care practices, enhance the quality of services, and ensure better patient experiences at the Grenada General Hospital (GGH). These efforts align with the GOG's overarching goal of significantly improving the health status of all Grenadians through a strengthened and sustainable health care delivery system. To achieve this goal the GOG is seeking a **Director of Quality Improvement (DQI)** to work closely with the MOH, existing secondary hospitals, the new, smart hospital project (Project Polaris), primary healthcare system, GGH directors, clinical staff, allied health workers and international partners to provide better healthcare for all Grenadians.

Brief Overview

The **Director of Quality Improvement** is a full-time post and will be responsible for developing, implementing, and monitoring initiatives that enhance patient care, improve clinical outcomes, and ensure compliance with healthcare standards and regulations. The DQI will work closely with hospital leadership, medical staff, and quality teams to drive continuous improvement strategies through the use of data-driven methods to analyze performance data and implement evidence-based best practices. The work will require a thorough knowledge of hospital policies and procedures, patient health outcome and performance metric trends to proactively implement change and process improvement that improves care delivery and health outcomes at medical facilities in Grenada and its sister islands. The main roles will include:

- **Leadership:** Lead the GGH team through the implementation of the ongoing quality and safety of clinical care project to foster a culture of continuous improvement and innovation, collaborate and/or lead across partnerships to meet organizational goals, and ensure quality function is integrated throughout the entire Grenadian health system.
- **Compliance:** Ensure compliance and adherence to established standards, policies and regulations by ensuring procedures are correctly followed, systematically managed, and corrected through remediation and risk management.



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Roles and Responsibilities

Quality Improvement Initiatives

- Develop and execute quality improvement (QI) plans and strategies to enhance patient care and safety.
- Identify opportunities for process improvement using data analysis, feedback, and evidence-based methodologies.
- Collaborate with hospital departments to implement and sustain QI initiatives.
- Use quality improvement tools (e.g., PDSA cycles, Lean, Six Sigma) to drive performance enhancements.

Data Collection and Analysis

- Collect, analyze, and interpret performance data related to patient care, safety, and efficiency.
- Monitor key performance indicators (KPIs) and benchmarks to assess hospital system performance.
- Create reports and dashboards to present findings and recommendations to hospital leadership.

Regulatory Compliance and Accreditation

- Ensure compliance with local healthcare regulations, international accreditation standards (e.g., Joint Commission International (JCI) and National Committee for Quality Assurance (NCQA)), and institutional-specific patient safety goals.
- Conduct audits, risk assessments, and policy reviews to identify areas for compliance improvement.
- Assist with hospital accreditation preparation and survey readiness.

Training and Education

- Develop and facilitate training programs for staff on quality improvement principles, patient safety, and best practices.
- Educate employees on new policies, protocols, and quality initiatives.
- Promote a culture of continuous improvement and patient-centered care.



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Interdisciplinary Collaboration

- Work with physicians, nurses, administrators, and other stakeholders to align QI efforts with hospital goals.
- Participate in hospital committees, task forces, and workgroups related to quality and safety.
- Act as a liaison between hospital leadership and frontline staff to ensure alignment on quality priorities.

Patient Safety and Risk Management

- Investigate adverse events, near misses, and patient safety incidents to identify root causes.
 - Develop and implement corrective action plans to prevent recurrence.
 - Promote reporting and learning from safety events to enhance patient outcomes.
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Qualifications

Education & Experience:

- Medical doctorate (MD or equivalent) or master's degree in Nursing, Healthcare Administration, Public Health, or a related field.
- 10+ years of experience in healthcare delivery and systems management, with leadership in quality improvement, patient safety, or hospital operations.
- Certification in Lean, Lean Six Sigma Green belt or higher, or Certified Professional in Healthcare Quality (CPHQ) or equivalent.
- Other quality improvement certifications or training is a plus.

Skills & Competencies:

- Experience in leading quality and safety change management efforts in a complex healthcare environment.
- Knowledge of healthcare regulations, accreditation standards, and best practices in quality improvement (e.g., JCI and other international health and safety standards).



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- Strong analytical and problem-solving skills.
 - Proficiency in Microsoft 365 suite (e.g., Word, Power Point, Excel) and project management platforms (e.g. Smartsheet).
 - Proficiency in data analysis and reporting tools (e.g., PowerBI, Tableau, SQL, or other statistical software packages).
 - Demonstrated advanced technical writing and presentation skills.
 - Demonstrated excellence in written and verbal communication skills, allowing for effective collaboration across functional teams and different organizational levels.
 - Well-developed interpersonal skills, with the ability to establish highly functional relationships and influence with internal and external stakeholders.
 - Proficient in conflict negotiation and resolution.
 - Experience in working in diverse settings and preferably in developing economies.
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Submission Requirements

Interested individuals who meet the minimum qualifications are invited to submit their application (cover letter and CV) containing the names and contact info of two professional references. Applications should be submitted via email to the following addresses with the subject line “**Application - Director of Quality Improvement**” by August 24th, 2025.

To:

Ms. Andrea St. Bernard

Project Sponsor, Project Polaris

Email: astbernard@gov.gd

In copy:

Mrs. Kimica Hopkin

Policy Analyst, Ministry of Finance

Email: kimica.donald@policyunit.gov.gd

Mr. Damian Dolland

Strategic Advisor, Project Polaris

Email: damian.dolland@darisami.com