



Applications are invited for Medical Associate Positions, CritiCall Ontario

CritiCall Ontario is seeking outstanding physician leaders with strong leadership skills, the ability to build strong relationships and lead transformation and innovation to join our team.

CritiCall provides a single, province-wide “one-number-to-call,” 24-hour-a-day emergency referral service for hospital-based physicians in Ontario seeking access to consultation support and other acute care resources to care for urgent, emergent or life or limb threatened patients. The Medical Associates play a critical role in building relationships across the health care system, supporting the achievement of CritiCall’s strategic goals and participating in ongoing planning that supports key provincial strategies.

CritiCall is looking to build a team of conscientious physician leaders that are equitably diverse in specialty, geography, and represent the patients and healthcare workers of the province of Ontario.

As a Medical Associate for CritiCall, the successful candidates will work directly with a wide range of stakeholders to continually review and improve Ontario’s systems for the referral and repatriation of emergent, urgent, and critically ill patients between Ontario hospitals. As a direct support for CritiCall Ontario’s Provincial Call Centre, the Medical Associates are responsible for providing mediation support for cases that may require escalation. Additionally, the Medical Associates of CritiCall will provide advice to the CritiCall Provincial Medical Director and Executive Director and others as required to ensure standard operating procedures that meet the needs of health care stakeholders.

Specific Roles include:

- Time/salary commitment of approximately 1 day/week, with expectation of being “on-call”. Details to be built in new governance structure.
- Working with Ontario Health to create new evidence-based, specialty specific pathways for inter-facility transfers.
- Championing CritiCall Ontario and the services it provides to Ontario’s health care system.
- Advocating, participating and intervening, where possible, to ensure access to specialty physician consultation services are in place and available through CritiCall Ontario.
- Participating in on-going consultation with physician leads, hospital administrators; Provincial specialty groups, ORNGE; emergency transport providers and others as required.
- Ensuring that the medical model supports the need of CritiCall’s Provincial Call Centre and that Medical Associates are available 24/7 to support operations.

- Assisting in the planning, coordination, and delivery of CritiCall education and training for hospital staff, local and regional physicians, and other interested parties.

The Medical Associates create an environment that promotes the commitment to continuous improvement of patient care, patient experience and patient outcomes. The Medical Associates will have a heightened focus on building quality across all subspecialties, including fostering improvement opportunities that address appropriate utilization of services while ensuring best care for patients.

Qualifications

The successful candidate must:

- be qualified to practice medicine and be licensed pursuant to the laws of Ontario.
- must have a CPSO licence and malpractice insurance (CMPA).
- have a Certificate of Registration in good standing with the College of Physicians and Surgeons of Ontario or an equivalent certificate from their most recent licensing body.
- possess exceptional leadership skills, grounded in respect for every individual, leading with humility, systems thinking, and an unwavering commitment to quality improvement.
- have advanced inter-personal skills with demonstrated ability to encourage open exchange of information and ideas to achieve results.
- be able to purposefully build partnerships and build bridges with relevant internal and external stakeholders to create connections, trust, shared meaning and finding new ways to deliver care and support patient experience.
- demonstrate systems and critical thinking that challenges the status quo, to identify issues, solve problems and design improved, effective processes across systems while maintaining respectful partnerships.
- have a record of working collaboratively with management partners to address and advance the delivery of high-quality clinical care and to implement new programs.
- have a commitment to supporting and delivering on the principles of equity, diversity, and inclusion as it relates to both staff and patients.

Medical Associates, CritiCall, will report to the Provincial Medical Director, CritiCall and support CritiCall Ontario in fulfilling the obligations and priorities of the Transfer Payment Agreement.

Interested applicants please submit your applications to:

Jacklyn Barnett

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Deadline date for receipt of applications is May 31, 2023