

Medical Director, Patient Access and Flow

Role Focus

The Medical Director, Access and Flow first and foremost is focused on ensuring patients receive the right care, at the right time in the right place by the right team in a culturally sensitive way. The Medical Director provides medical leadership, strategic direction, and clinical governance support for local or regional initiatives that optimize patient access, movement, and capacity utilization across the care continuum. This role partners closely with operational leaders, clinical department heads, site medical directors, and quality teams to ensure timely, coordinated, and safe patient transitions within and between acute, community, and specialized care settings. The Medical Director also has an important role liaising with external care providers including BC Emergency Health Services and other Access and Flow teams in the province.

The Medical Director serves as a system-level leader driving improvement in patient flow, discharge processes, and admission management, aligning medical staff practices with health authority priorities and evidence-based standards for access and efficiency. This role functions in a co-leadership partnership. The co-leadership model values shared accountability, joint decision-making, and the integration of medical and operational perspectives.

Key Responsibilities

Strategy

- Provide medical leadership and strategic direction for Access & Flow initiatives across Island Health.
- Lead and support the development of Island Health's Access & Flow Strategy, including:
 - Ensuring patients receive the right care, at the right time in the right place by the right team in a culturally sensitive way.
 - Strategies that focus on the key areas of access and flow such as admission, discharge, and ALC management
- Participate in regional health and community care plans and clinical services planning activities.

Operations

- Co-lead access and flow governance structures (e.g., Access and Flow Cross Continuum Committee).
- Work with non-acute care medical leadership and others to reach mutual Access and Flow goals (i.e., Primary Care, Community, Seniors, etc.)
- Provide clinical oversight and advice for strategies addressing capacity challenges, repatriation, diversion, and surgical throughput.
- Engage with site medical leaders and departments to standardize and improve upon admission, discharge, and transfer processes.

Quality

- Ensure alignment of flow practices with quality, patient safety, and compliance standards.
- Lead and support performance improvement projects focused on reducing length of stay, ED congestion, alternate level of care (ALC) use, and discharge delays.

- Monitor medical staff-related flow metrics and outcomes as available; identify trends and recommend targeted interventions.
- Engage clinicians in data-driven decision-making and evidence-informed practice changes.

Communication & Collaboration

- Mentor and engage physician leaders to champion access improvement initiatives within their departments.
- Promote an environment of interdisciplinary leadership and shared problem-solving.
- Collaborate with senior executive, operational, and physician leaders to set goals for flow performance and implement service model innovations.
- Support a culture of shared accountability, transparency, and continuous improvement across clinical programs.

Other duties as required

The Details

Co -lead:	Director, Access & Flow
Reporting to:	The Executive Medical Director with responsibility Access & Flow.
Direct Reports:	None
Indirect Reports:	None
Committee Responsibilities:	Co-Chair, Access and Flow Cross Continuum Committee Attendee, CARE Networks as needed
Time Requirements:	0.40 FTE
Compensation:	\$102,228 per year

Qualifications:

- Doctor of Medicine (MD) with current registration and good standing with the College of Physicians and Surgeons of BC, with specialty or subspecialty training, as required of the role.
- Active Medical Staff privileges with Island Health.
- Prior medical leadership experience preferred.
- Demonstrated commitment to formal leadership education is an asset (e.g., UBC Sauder Physician Leadership Program, CMA Physician Leadership Institute, SFU Physician Leadership Series, or equivalent).
- Strong verbal and written communication skills.
- Demonstrated ability to adapt to a dynamic healthcare environment with initiative and resilience.
- Strong interpersonal skills with the ability to build and sustain professional relationships at all levels.
- In-depth understanding of health services and operational systems.