



MICs Group of Health Services

JOB DESCRIPTION

Department:	<u>Informatics and I.T.</u>	Position:	<u>Clinical Informatics Lead</u>
Date:	<u>June 6, 2024</u>	Classification:	<u>Non-Union</u>
Revised:	<u></u>	Facility:	<u>Anson General Hospital</u>

POSITION SUMMARY

This full-time position reports to the Chief Nursing Officer. The role of the Clinical Informatics Lead is to provide support and education to the clinical users in clinical information system adoption and use, perform project and operational duties related to the MICs Group of Health Services clinical information systems by providing subject matter expertise from a clinical perspective, end-user training, education and support, troubleshooting and system maintenance; assists the Manager or Program Lead in the development, monitoring, optimization and progression of the program/services, and is accountable for the development and effectiveness of policies and standards to support the use of MICs Group clinical information systems; collaborates with internal and external partners (e.g. vendors and contractors) and MICs Group clinical and/or clinical support programs to promote and adopt clinical information systems in accordance with best practice models for service delivery.

All duties are carried out in a manner consistent with the MICs Group of Health Services vision, mission and values, to meet the strategic and operational goals of the organization.

QUALIFICATIONS

Education and Experience

- Post-secondary education in clinical, health science, information technology and or health informatics OR
- Registered member of a regulated health professional college with health informatics experience
- Three (3) years of progressive clinical and/or health informatics experience, preferably including implementing a major clinical application or large project, redesigning clinical processes and/or business processes to improve patient care and stakeholder workflow and applying change management and project management methodologies in a project setting or while redesigning an existing clinical or business process
- Meditech experience considered an asset

Knowledge/Skills

- Support the implementation of the Electronic Health Record by defining customer requirements, workflow and process analysis, project communications, unit and integrated design testing, implementation and post go-live support
- Provide leadership and subject-matter expertise to working groups responsible for clinical and/or business process workflow re-design and configure the outcomes within the Electronic Health Record solution in order to support and enhance patient care and processes; champion the use of evidence-based best practices and outcome measurement in the Electronic Health Record
- In collaboration with the MICs Education Lead, develop training plans, training materials in a variety of mediums and other electronic health record-related supporting documentation; understand and apply the principles of adult education while providing training to stakeholders
- Act as a key change agent and Electronic Health Record champion in order to facilitate implementation and adoption of new processes and/or clinical standards as well as continuous improvement and optimization; collaboratively work with organizational stakeholders and services to operationalize and sustain the effective integration of the electronic health record into clinical practice and administrative/business processes; act as an advocate for the use of technology and

health information to improve clinical processes and the seamless integration of technology into the day-to-day work of front line clinicians

- Maintain up-to-date knowledge of the health informatics industry, trends and health care standards; develop awareness, commitment and acceptance of emerging and innovative technologies and systems that support excellence in the delivery of care
- Develop, implement and monitor standards for service and performance; evaluate and effect changes as needed to improve services, simplify workflow ensuring that quality, clinical and regulatory standards are met; use project management, process and quality improvement and change management methodologies in all aspects of work; triage and manage issues effectively using a collaborative, customer service focused approach to supporting stakeholders and resolving issues

RESPONSIBILITIES

- Engage in planning, clinical application design, validation and testing of designated clinical information applications, in collaboration with the inter-professional team to ensure system functionality meet end-user needs
- Provide training, education and clinical support to the MICs Group clinicians (e.g. nursing and allied health) providers (e.g. Physicians, nurse practitioners) and affiliates (e.g. post secondary students) related to clinical information systems/applications
- Analyze current and future state clinical workflows to improve the efficiency and utilization of clinical information systems/applications in patient care settings; submit recommendations for improvements to the Manager or Program Lead
- Conduct classroom, virtual and one-on-one education, training and support sessions related to safe and efficient use of clinical information systems/applications including applicable policies and related legislation regarding access to electronic health records; evaluate end-user knowledge to ensure competency to utilize assigned clinical system/applications; recommend remedial action for end-user where competency is not achieved
- Contribute to planning, design, implementation, review and evaluation of designated clinical information system/application education, training and support models for clinical users and support roles; develop and revise course and education curriculum based on user feedback, learning needs, training requirements, software upgrades and/or related modifications to the clinical information system
- Provide clinical information system support to users on site, via telephone, email and instant messaging, as well as through online bulletins/reminders; collaborate with internal teams, IT service providers and/or software vendor(s) to resolve system and/or technical issues affecting the end-users of the patient care systems
- Consult and collaborate with clinicians, leaders, physicians and other stakeholders from clinical programs and other MICs Group partners to maintain the integrity patient data and clinical information systems
- Assist the Manager or Program Lead in the development and monitoring of the program/service and provide input to the development of policies, procedures and standards to support the use of MICs Group clinical information systems in support of clinicians/providers/support personnel providing direct patient care
- Participate in quality improvement activities by providing input and feedback into the development of standards and practices; develop and submit recommendations to the Manager or Program Lead for consideration
- Participate on assigned internal and external committees as required; remain current in knowledge of changes in clinical practices and identify related information needs and applicable clinical information system changes
- Serve as a resource to the MICs Group regarding clinical informatics and electronic health information

- Perform other related duties as assigned

HOURS OF WORK

Full-time hours of work will be between 8:30 and 4:30, Monday to Friday. However, flexible hours for support and implementation of systems may be required at times.

TRAVEL AND WORK LOCATION

Position will be based at Anson General Hospital but option for virtual work is available.

OTHER

Valid Ontario Driver's License

Own reliable transportation

Clear Criminal Record Check

Must provide proof of 2 doses of the COVID 19 vaccine