NON-CONTRACT ROLE DESCRIPTION

ROLE TITLE:	Manager, Clinical Improvements & Informatics	ROLE DESCRIPTION NO.:	00324
DEPARTMENT:	Advanced EHR Management; EHR & Practice Optimization; Advanced EHR Orders Management	HEABC REFERENCE NO.:	18721009
REPORTING TO:	Director, or designate	HSCIS CODE:	03999
CLASSIFICATION:	NCEM/Range 9	JOB CODE:	05010G

ROLE SUMMARY

In accordance with the Vision, Purpose, and Values, and strategic direction of the Vancouver Island Health Authority (Island Health) patient and staff safety is a priority and a responsibility shared by everyone; as such, the requirement to continuously improve quality and safety is inherent in all aspects of this position.

Reporting to the Director, or designate, the Manager, Clinical Improvement and Informatics plays a central role in the delivery of Advanced EHR and EHR Practice Optimization for Island Health. The Manager works as part of a multi-disciplinary team to achieve the successful transitioning to a fully Electronic Health Record (EHR) within Island Health, plans and manages fiscal, human, and material resources for their respective program, works in close collaboration with clinical teams.

Provides clinical informatics leadership and ensures the activities of the clinical change management team and Island Health departmental informatics resources are focused on the successful integration of clinical information systems and technologies into patient/client care practices and services.

Working collaboratively in partnership with Corporate and Integrated Health Services leaders and staff, the Manager, Clinical Improvement and Informatics is responsible for:

- Leading Nursing and Allied Health Informaticists in using information technologies in their work/practice environments.

- Facilitating the integration of technologies into practice to enhance efficiencies and quality of care.

- Coordinating clinical consultation services to project teams.

- Supervising the efforts of clinical change management and departmental/program based informatics resources to support appropriate clinical system design decisions and system implementations, and relevant clinical adoption and optimization activities.

DUTIES AND RESPONSIBILITIES:

1. Promotes the Vision, Mission, Values and Service Philosophy of Island Health.

2. Leads, mentors, supports the Nurse Informaticists with respect to planning, coordinating, scheduling, implementing, quality improvement, and evaluating of clinical practice transformation, clinical data architecture, and education programs to meet the learning needs of electronic health information system users.

3. Recommends capital and operating budget plans for services within the program to the Director. Implements, manages, and assumes responsibility for approved capital and operating budgets taking corrective actions as necessary.

4. Ensures the development and appropriate approval of policies and procedures for services with the program.

5. Ensures that processes and outcome measures are in place to evaluate the effectiveness and efficiency of program services.

6. Assesses and monitors clinical adoption of tools and processes to measure and enhance safety and quality of clinical care and creating action plans by collaborating with key partners to identify, analyze, and address clinical practice issues arising from adoption of electronic health records.

7. Provides managerial/administrative support in accordance with the on-call policy.

8. Hires and supports the development of those in reporting relationships, providing clear definitions of responsibility and levels of authority. Evaluates performance to improve individual and organizational performance, taking action as needed in accordance with prevailing policy and relevant contracts.

9. Works with the clinical systems training team, participates in the planning, coordination, scheduling, implementation and evaluation of education programs to meet the learning needs of electronic health information system users. Observes and evaluates clinical practice to determine staff education needs. Assists nursing and clinical staff to incorporate advances in clinical informatics and the development of electronic health records into practice.

10. Collaborates within Island Health Information Management/Information Technology and with other Island Health programs/departments, participates in business systems reviews and needs assessments for assigned areas and departments in Island Health, serves as a resource to other functions within Information Management/Information Technology regarding requirements for nursing and clinical information, electronic documentation practice, and electronic health information.

11. Works with security management and application analysts to identify innovative approaches and standards for information capture, storage and retrieval that ensures the management of and secure access to personal electronic health information. Works with clinicians at the point of care to assess the effectiveness of existing clinical information systems, in order to further the development of clinical tools that support care practices and information capture that are compatible with standards of practice for all health care disciplines.

12. Participates in the design, development, implementation, delivery and evaluation of electronic health information systems and their associated dictionaries, databases, tables, reports, related standards, protocols and procedures to support clinical uptake of electronic health and information records.

13. Maintains familiarity with health care industry developments in clinical informatics and participates in advising on course of action for their application within VIHA.

14. Leads and participates in the development of organizational and/or departmental clinical change management policies, procedures and practices.

15. Leads and enables the development and identification of new and changing functions and processes in the department/organization as they relate to the use of clinical systems.

16. Coordinates and facilitates communication of system changes/enhancements.

17. Participates in audit processes to ensure quality data collection and system efficiency. Participates in error correction and data integrity activities.

18. Participates in custom report development and data analysis for decision-making.

19. Supervises and directs the activities of clinical change management and departmental informatics resources as required.

20. Employee development duties/functions:

- Attends training as needed.

- Attends relevant workshops.

- Reviews technical manuals and literature.

- Reviews departmental policies and procedures.

- Organizes and attends departmental project meetings.

- Attends integrated clinical informatics meetings.

- Performs other related duties as assigned.

QUALIFICATIONS:

Education, Training And Experience

A level of education, training and experience equivalent to a Master's degree in a related health discipline such as Nursing, Health Information Science, or patient care/clinical related specialty and a minimum of seven (7) years' experience in a health care environment, including extensive experience leading the integration of computer technologies in clinical practice, experience working in IT application systems analysis, and in establishing integrated clinical/systems environment through clinical change management methodologies, and clinical data architecture across the care continuum.

Skills And Abilities

- Excellent interpersonal, presentation, oral and written communication skills.

- Demonstrated attention to detail.

- Knowledge and skills related to clinical data architecture, data integrity, and translation of data across care sectors and services resulting in a fully integrated electronic health record.

- Knowledgeable regarding new trends in clinical practice and information systems.

- Knowledge and practice in effective problem solving techniques.

- Demonstrated ability to establish and maintain effective working relationships with technical, operational and vendor staff.

- Demonstrated ability to work independently or as part of a team.

- Change oriented and possesses an attitude of continuous improvement.

- Self-motivated, able to work with minimal direct supervision, and has a demonstrated ability to organize and prioritize workload in a self-directed manner.

- Strong organizational and time management skills.

- Ability to coach, facilitate and lead others.