

		Job Descriptions
--	--	------------------

# Job Descriptions

---

## Regional HIS Project – July 2021 Recruitment

**Author:** Todd Dafoe  
**Status:** Draft

**Version Number:** 0.1  
**Version Date:** June 2021

*The information contained in this document is confidential. Unauthorized distribution or use of this document or the information contained herein is strictly prohibited.*

# Table of Contents

---

<b>PROJECT LEADERSHIP</b>	<b>3</b>
Regional HIS Program CIO Lead	3
Regional HIS Program Coordinator	5
Regional HIS Site Project Manager	6
Regional HIS Technical Project Manager	8
<b>CHANGE MANAGEMENT AND COMMUNICATIONS</b>	<b>10</b>
Regional HIS Change Control Lead	10
Regional HIS Communications Lead	12
Regional HIS Education and Conversion Lead	14
Regional HIS Training Logistics Lead	16
Regional HIS Transformation and Adoption Lead	17
<b>WORKING GROUP ROLES</b>	<b>19</b>
Regional HIS Workflow Lead	19
Regional HIS Workstream Leader	21
Regional HIS Working Group Coordinator	23

# Project Leadership

---

## Regional HIS Program CIO Lead

### POSITION SUMMARY:

The six hospitals in the South East region recognize that to achieve patient centered, effective care coordination across the system, enhance the ability to make best use of collective resources, achieve more system-like behavior, and have the agility to address future funding changes, a major, system-wide clinical transformation is needed. This clinical transformation will meet clinical information needs of both the hospitals and the region. A regional HIS would support a one patient, one system, one experience vision identified by the hospital's clinical leadership. This project opportunity will enable the sharing of information seamlessly across the six hospitals, connecting the patient's information into a single cohesive story and reducing the variability of care provided to patients.

The Regional HIS Program CIO (Chief Information Officer) Lead works closely with the Cerner Integration Architect, Integrated Technologies Owner, CernerWorks (Remote Hosting) Client Owner and the IT Leaders all regional partners to ensure project design and implementation activities comply with the regional and local overall architecture plan, all related Cerner solutions, global information systems strategy, and the patient care process. This includes the strategy for designing, building and testing the transfer of data between systems and devices. The Regional HIS Program CIO Lead works under the direction of the HIS Regional Project Director.

### PRINCIPLE RESPONSIBILITIES AND DUTIES (but are not limited to):

- Build and maintain relationships with other project and partner leaders to understand clinical needs
- Use influence and negotiation to create collaboration to enable solutions in achievement of clinical goals
- Participate in the guidance and direction of the project as a member of the Program Transformation Council
- Provide technical leadership and advises on designs for application solutions, including design reviews, planning, development and resolving technical issues
- Manage the technical project managers and technical workflow leads related to the Cerner solution
- Mentor and provide architectural guidance to the project teams
- Provide oversight over the Data Lake project and other non-Cerner technical project streams
- Develop and maintain broad knowledge of the technology/ infrastructure in place at each partner organization
- Manages change in complex multi-organizational clinical environments
- Manages project teams/working groups
- Manages day-to-day project planning through use of project management methodologies, techniques and tools
- Assumes day-to-day planning, management and control of projects, including the selections of methodologies, techniques and tools
- Accountable for ensuring the successful completion of all phases of the project
- Responsible for input into staffing, budgeting, scheduling and monitoring

### QUALIFICATIONS:

- 5+ years of experience as an organizational CIO or leader responsible in part for infrastructure and integration
- Post-secondary education in Information Technology, Business Administration or Finance or equivalent, or equivalent business experience
- Leadership experience in one or more of the following areas:

- Multi-hospital organization projects.
  - Multiple clinical stakeholders.
  - Managing the implementation activities associated with large projects
- Excellent analytical, problem-solving and decision-making skills; verbal and written communication skills; interpersonal and negotiation skills
- A team player with a track record for meeting deadlines
- Willingness and ability to regularly travel to locations within the region as required
- A results-oriented focus is essential, as is the ability to work in a fast-paced changing environment and effectively manage multiple deliverables simultaneously
- People and team oriented with a strong ability to establish an excellent level of confidence, credibility and cooperation with internal and external stakeholders
- Ability to communicate well, both verbally and written, is essential
- Excellent presentation skills with the ability to present information clearly and effectively

## Regional HIS Program Coordinator

### **POSITION SUMMARY:**

The six hospitals in the South East region recognize that to achieve patient centered, effective care coordination across the system, enhance the ability to make best use of collective resources, achieve more system-like behavior, and have the agility to address future funding changes, a major, system-wide clinical transformation is needed. This clinical transformation will meet clinical information needs of both the hospitals and the region. A regional HIS would support a one patient, one system, one experience vision identified by the hospital's clinical leadership. This project opportunity will enable the sharing of information seamlessly across the six hospitals, connecting the patient's information into a single cohesive story and reducing the variability of care provided to patients.

The Regional HIS Program Coordinator is responsible for a wide variety of administrative duties in support of the Regional HIS project under the direction of the HIS Regional Project Director or assigned Program Lead. Duties include but are not limited to project tracking, scheduling meetings, coordinating events and document management.

### **PRINCIPLE RESPONSIBILITIES AND DUTIES (but are not limited to):**

- Coordinates meetings
- Supports Committees on an as needed basis at the direction of Project Leadership
- Collects data, files and distributes project files to the right personnel and stakeholders
- Records all project items, and sees to it that they are adequately delivered to required stakeholders as directed by the Project Director
- Support project planning and implementation activities
- Assist with and prepare presentations, briefings and reports in support of project activities
- Engage with partners and other stakeholders as needed

### **QUALIFICATIONS:**

- Post-secondary education in Information Technology, Business Administration or Finance or equivalent, or equivalent business experience
- 2+ years of project coordination experience, involving complex, large clinical and non-clinical projects.
- Experience in one or more of the following areas:
  - Multi-hospital organization projects
  - Multiple clinical stakeholders
  - Coordinating the implementation activities associated with large projects
- Experience in the use of project management software
- Excellent analytical, problem-solving and decision-making skills; verbal and written communication skills; interpersonal and negotiation skills
- A team player with a track record for meeting deadlines
- Willingness and ability to regularly travel to locations within the region as required
- A results-oriented focus is essential, as is the ability to work in a fast-paced changing environment and effectively manage multiple deliverables simultaneously
- People and team oriented with a strong ability to establish an excellent level of confidence, credibility and cooperation with internal and external stakeholders
- Ability to communicate well, both verbally and written, is essential
- Ability to present information clearly and effectively

## Regional HIS Site Project Manager

### POSITION SUMMARY:

The six hospitals in the South East region recognize that to achieve patient centered, effective care coordination across the system, enhance the ability to make best use of collective resources, achieve more system-like behavior, and have the agility to address future funding changes, a major, system-wide clinical transformation is needed. This clinical transformation will meet clinical information needs of both the hospitals and the region. A regional HIS would support a one patient, one system, one experience vision identified by the hospital's clinical leadership. This project opportunity will enable the sharing of information seamlessly across the six hospitals, connecting the patient's information into a single cohesive story and reducing the variability of care provided to patients.

The Regional HIS Project Managers plan and manage the project deliverables, milestones, and timelines to achieve the regional HIS project objectives under the direction of the HIS Regional Project Director.

### PRINCIPLE RESPONSIBILITIES AND DUTIES (but are not limited to):

- Act as the site project manager for an organization to ensure the project is advancing on schedule
- Escalate risks to Project Leadership and Hospital Sponsors when required
- Maintain awareness of the overall project status to align local and regional tasks
- Report staffing issues to the program leads and support the onboarding of new team members where applicable
- Monitors project deliverable completion in order to meet milestone targets and ensure that project timelines and objectives are achieved
- Manages project team/working groups
- Manages day-to-day project planning through use of project management methodologies, techniques and tools
- Assumes day-to-day planning, management and control of projects, including the selections of methodologies, techniques and tools

### QUALIFICATIONS:

- Post-secondary education in Information Technology, Business Administration or Finance or equivalent, or equivalent business experience
- Project Management Institute (PMI) certification is preferred
- Knowledge of the organizational structure and stakeholders at a Regional HIS partner organization
- 5+ years of Project management experience, overseeing complex, large clinical and non-clinical projects.
- Leadership experience in one or more of the following areas:
  - Multi-hospital organization projects
  - Multiple clinical stakeholders
  - Managing the implementation activities associated with large projects
- Experience in structured methodologies for the design, development, implementation and maintenance of applications
- Experience in the use of project management software
- Excellent analytical, problem-solving and decision-making skills; verbal and written communication skills; interpersonal and negotiation skills
- Willingness and ability to regularly travel to locations within the region as required
- A team player with a track record for meeting deadlines
- Budget and cost management experience
- A results-oriented focus is essential, as is the ability to work in a fast-paced changing environment and effectively manage multiple deliverables simultaneously

- People and team oriented with a strong ability to establish an excellent level of confidence, credibility and cooperation with internal and external stakeholders
- Ability to communicate well, both verbally and written, is essential
- Excellent presentation skills with the ability to present information clearly and effectively

## Regional HIS Technical Project Manager

### POSITION SUMMARY:

The six hospitals in the South East region recognize that to achieve patient centered, effective care coordination across the system, enhance the ability to make best use of collective resources, achieve more system-like behavior, and have the agility to address future funding changes, a major, system-wide clinical transformation is needed. This clinical transformation will meet clinical information needs of both the hospitals and the region. A regional HIS would support a one patient, one system, one experience vision identified by the hospital's clinical leadership. This project opportunity will enable the sharing of information seamlessly across the six hospitals, connecting the patient's information into a single cohesive story and reducing the variability of care provided to patients.

The Regional HIS Technical Project Manager plans and manages the project deliverables, milestones, and timelines to achieve the regional HIS project objectives under the direction of the Regional HIS Program CIO Lead.

### PRINCIPLE RESPONSIBILITIES AND DUTIES (but are not limited to):

- Act as the project manager for technical projects that are part of the overall HIS program
- Escalate risk to Project Leadership where required
- Maintain awareness of the overall project status to align technical tasks to the overall plan
- Report staffing issues to the CIO program lead and support onboarding of new team members where applicable
- Manage the project deliverables, milestones, and timelines to achieve project objectives
- Manages project team/working groups
- Manages day-to-day project planning through use of project management methodologies, techniques and tools
- Assumes day-to-day planning, management and control of projects, including the selections of methodologies, techniques and tools

### QUALIFICATIONS:

- Post-secondary education in Information Technology, Business Administration or Finance or equivalent, or equivalent business experience
- Experience managing technical projects in a healthcare setting in areas such as networking, interfacing, device rollout, data migration, single sign-on or similar projects.
- Project Management Institute (PMI) certification is preferred
- 5+ years of Project management experience, overseeing complex, large clinical and non-clinical projects.
- Leadership experience in one or more of the following areas:
  - Multi-hospital organization projects
  - Multiple clinical stakeholders
  - Managing the implementation activities associated with large projects
- Experience in structured methodologies for the design, development, implementation and maintenance of applications
- Experience in the use of project management software
- Excellent analytical, problem-solving and decision-making skills; verbal and written communication skills; interpersonal and negotiation skills
- Willingness and ability to regularly travel to locations within the region as required
- A team player with a track record for meeting deadlines
- Budget and cost management experience
- A results-oriented focus is essential, as is the ability to work in a fast-paced changing environment and effectively manage multiple deliverables simultaneously



- People and team oriented with a strong ability to establish an excellent level of confidence, credibility and cooperation with internal and external stakeholders
- Ability to communicate well, both verbally and written, is essential
- Excellent presentation skills with the ability to present information clearly and effectively

# **Change Management and Communications**

---

## **Regional HIS Change Control Lead**

### **POSITION SUMMARY:**

The six hospitals in the South East region recognize that to achieve patient centered, effective care coordination across the system, enhance the ability to make best use of collective resources, achieve more system-like behavior, and have the agility to address future funding changes, a major, system-wide clinical transformation is needed. This clinical transformation will meet clinical information needs of both the hospitals and the region. A regional HIS would support a one patient, one system, one experience vision identified by the hospital's clinical leadership. This project opportunity will enable the sharing of information seamlessly across the six hospitals, connecting the patient's information into a single cohesive story and reducing the variability of care provided to patients.

The Regional HIS Change Control Lead is responsible for change requests and change control in order to prioritize change requests and assess their impact, and work with committees to accept or reject changes under the direction of the Transformation and Adoption Lead. They also document the change management processes and change plans and they prepare for, organize, and lead change control discussions at committee meetings.

### **PRINCIPLE RESPONSIBILITIES AND DUTIES (but are not limited to):**

- Develop a formal change control process for the Regional HIS Project based on best practices
- Document the change control processes and change plans
- Prepare for, organize, and lead change control discussions at committee meetings
- Gathering appropriate information based on the type of change being investigated
- Assessing risk to the project associated to proposed changes
- Document the change management processes and change plans
- Reviewing change plans and schedules. Planning activities include scheduling the change request, assessing risk and impact, creating plans, defining and sequencing the tasks needed to accomplish the change request, and scheduling people and resources for each task.
- Providing status updates to requesters
- Determining requester satisfaction with change request outcome
- Work as part of the Change Management team in support of the Change Management plan

### **QUALIFICATIONS:**

- Post-secondary education in Information Technology, Business Administration or Finance or equivalent, or equivalent business experience
- Knowledge of change control and risk management processes
- Project Management Institute (PMI) certification is preferred
- ITIL Foundation certification or higher is preferred
- 5+ years of Project management or IT management experience, overseeing complex, large clinical and non-clinical projects.
- Experience in one or more of the following areas:
  - Multi-hospital organization projects.
  - Multiple clinical stakeholders.
  - Managing the implementation activities associated with large projects
- Experience in structured methodologies for the design, development, implementation and maintenance of applications
- Experience in the use of project management software
- Excellent analytical, problem-solving and decision-making skills; verbal and written communication skills; interpersonal and negotiation skills

- A team player with a track record for meeting deadlines
- Willingness and ability to regularly travel to locations within the region as required
- Budget and cost management experience
- A results-oriented focus is essential, as is the ability to work in a fast-paced changing environment and effectively manage multiple deliverables simultaneously
- People and team oriented with a strong ability to establish an excellent level of confidence, credibility and cooperation with internal and external stakeholders
- Ability to communicate well, both verbally and written, is essential
- Ability to present information clearly and effectively

## Regional HIS Communications Lead

### **POSITION SUMMARY:**

The six hospitals in the South East region recognize that to achieve patient centered, effective care coordination across the system, enhance the ability to make best use of collective resources, achieve more system-like behavior, and have the agility to address future funding changes, a major, system-wide clinical transformation is needed. This clinical transformation will meet clinical information needs of both the hospitals and the region. A regional HIS would support a one patient, one system, one experience vision identified by the hospital's clinical leadership. This project opportunity will enable the sharing of information seamlessly across the six hospitals, connecting the patient's information into a single cohesive story and reducing the variability of care provided to patients.

The Regional HIS Communications Lead is responsible for marketing and communication, both project level and regional level in cooperation with Project Leadership and Hospital Communications Leads under the direction of the Transformation and Adoption Lead.

### **PRINCIPLE RESPONSIBILITIES AND DUTIES (but are not limited to):**

- Develop, coordinate and implement a work plan for the communication and promotion of the project in cooperation with the Project Leadership, Change Management team, and Hospital Communications Leads
- Provide recommendations on the future evolution of communication strategy, structure, function, and activity
- Write and design communications, marketing, and dissemination tools for diverse project stakeholders
- Liaise with internal contacts, external partners, community organizations and other stakeholders
- Photograph and record various events
- Develop and maintain a graphics and video inventory
- Conduct database, literature, and web searches to locate documents and articles that can be used for reference in marketing tools
- Remain current with frequent developments in social media platforms and trends in the communication field
- Proofread and edit various publications authored by other staff members
- Plan the production and graphic design layouts of project publications and communications tools.
- Coordinate media inquiries and connect media with relevant persons in the project
- Develop and maintain social media platforms
- Identify opportunities for communication and leverage and optimize these opportunities using existing tools

### **QUALIFICATIONS:**

- Post-secondary education in Business Administration, Marketing, Public Relations or recognized equivalent required, or equivalent business experience
- Advanced skills in Microsoft Office Suite, and Social Media Applications
- Proficient in other graphic design programs
- Minimum three (3) years' experience in communication development
- Demonstrated competence for assessing and managing competing priorities in a deadline-driven environment
- Excellent analytical, problem-solving and decision-making skills; verbal and written communication skills; interpersonal and negotiation skills
- A team player with a track record for meeting deadlines
- Willingness and ability to regularly travel to locations within the region as required
- A results-oriented focus is essential, as is the ability to work in a fast-paced changing environment and effectively manage multiple deliverables simultaneously

- People and team oriented with a strong ability to establish an excellent level of confidence, credibility and cooperation with internal and external stakeholders
- Ability to communicate well, both verbally and written, is essential
- Ability to present information clearly and effectively

## Regional HIS Education and Conversion Lead

### POSITION SUMMARY:

The six hospitals in the South East region recognize that to achieve patient centered, effective care coordination across the system, enhance the ability to make best use of collective resources, achieve more system-like behavior, and have the agility to address future funding changes, a major, system-wide clinical transformation is needed. This clinical transformation will meet clinical information needs of both the hospitals and the region. A regional HIS would support a one patient, one system, one experience vision identified by the hospital's clinical leadership. This project opportunity will enable the sharing of information seamlessly across the six hospitals, connecting the patient's information into a single cohesive story and reducing the variability of care provided to patients.

The Regional HIS Education and Conversion Lead Develops the training plan for Super User and End User Training in conjunction with the Cerner team, Project Leadership and the Change Management team under the direction of the HIS Transformation and Adoption Lead. As the Conversion Lead, they create the conversion (Go-Live) schedule, coordinate the logistics and work closely with Cerner's adoption coach to coordinate assignments.

### PRINCIPLE RESPONSIBILITIES AND DUTIES (but are not limited to):

- Develop and implement the training plan for super user and end user training in conjunction with the Cerner's Learning Manager, Project Leadership and the Change Management team
- Develop and implement the training plan for all other training needs as defined by the Change Management plan
- Creates the conversion (Go-Live) schedule, coordinates the logistics (rooms including command centre) with assistance from the Training Logistics Lead
- Works closely with Cerner's adoption coach to coordinate conversion assignments
- Responsible for building content into the Learning Management System (LMS)
- Updates and refines training program components based on user needs
- Assists in establishing Regional HIS educational goals and plans
- Overall management of the data maintained in the Learning Management System. Ensure accuracy of entries and own the ongoing activity of the data in all system platforms
- Assist with updating training material such as job aids, training manuals, etc.
- Communicate training opportunities to employees through various methods
- Support tracking of training-related invoices
- Analysis of training evaluation feedback forms

### QUALIFICATIONS:

- Post-secondary education in healthcare, teaching, informatics, or a related field; or equivalent, or equivalent business experience
- Experience coordinating adult education and training in a healthcare and/or information technology setting
- Some working knowledge and understanding of learning platforms and LMS
- Ability to assess the training needs of end users and design effective training materials and techniques for individuals with different levels of computer literacy
- Ability to communicate to a diverse audience ranging from unskilled personnel to highly trained and experienced professionals with a wide range of computer skills at all levels
- Ability to gain an in-depth understanding of clinical and operational workflows in order to develop and implement workflow documentation for training
- Ability to manage multiple priorities simultaneously
- Able to work independently and collaboratively with cross-functional teams
- Excellent analytical, problem-solving and decision-making skills; verbal and written communication skills; interpersonal and negotiation skills
- A team player with a track record for meeting deadlines

- Willingness and ability to regularly travel to locations within the region as required
- A results-oriented focus is essential, as is the ability to work in a fast-paced changing environment and effectively manage multiple deliverables simultaneously
- People and team oriented with a strong ability to establish an excellent level of confidence, credibility and cooperation with internal and external stakeholders
- Ability to communicate well, both verbally and written, is essential
- Ability to present information clearly and effectively

## Regional HIS Training Logistics Lead

### POSITION SUMMARY:

The six hospitals in the South East region recognize that to achieve patient centered, effective care coordination across the system, enhance the ability to make best use of collective resources, achieve more system-like behavior, and have the agility to address future funding changes, a major, system-wide clinical transformation is needed. This clinical transformation will meet clinical information needs of both the hospitals and the region. A regional HIS would support a one patient, one system, one experience vision identified by the hospital's clinical leadership. This project opportunity will enable the sharing of information seamlessly across the six hospitals, connecting the patient's information into a single cohesive story and reducing the variability of care provided to patients.

The Regional HIS Training Logistics Lead is responsible for the administration and logistics of training events and programs across all Regional HIS partners under the direction of the Regional HIS Transformation and Adoption Lead.

### PRINCIPLE RESPONSIBILITIES AND DUTIES (but are not limited to):

- Coordinate training logistics for all partner hospitals
- Support the logistics of Working Groups in cooperation with Working Group Coordinators
- Assists the Education and Conversion Lead with the creation of the conversion (Go-Live) schedule and coordinates the logistics (rooms including command centre)
- Support the sourcing of training solutions as required
- Assists the Education and Conversion Lead with overall management of the data maintained in Learning Management Systems (LMS). Ensure accuracy of entries and own the ongoing activity of the data in all system platforms
- Maintain and update Training Matrices
- Generate and distribute reports, including but not limited to; training completion reports, monthly regional reports, and other ad hoc reports
- Assist with updating training materials such as job aids, training manuals, etc.
- Communicate training opportunities to employees through various methods
- Responsible for updating training calendars
- Manage and track attendance for training initiatives and completion of training
- Track and report training evaluation feedback forms
- Support the analysis of training evaluation feedback forms

### QUALIFICATIONS:

- Post-secondary education in Information Technology, Business Administration or Adult Education or equivalent, or equivalent business experience
- Experience coordinating training in a healthcare and/or information technology setting
- Ability to manage multiple priorities simultaneously
- Able to work independently and collaboratively with cross-functional teams
- Some working knowledge and understanding of learning platforms and LMS
- Excellent analytical, problem-solving and decision-making skills; verbal and written communication skills; interpersonal and negotiation skills
- A team player with a track record for meeting deadlines
- Willingness and ability to regularly travel to locations within the region as required
- A results-oriented focus is essential, as is the ability to work in a fast-paced changing environment and effectively manage multiple deliverables simultaneously
- People and team oriented with a strong ability to establish an excellent level of confidence, credibility and cooperation with internal and external stakeholders
- Ability to communicate well, both verbally and written, is essential
- Ability to present information clearly and effectively



## Regional HIS Transformation and Adoption Lead

### POSITION SUMMARY:

The six hospitals in the South East region recognize that to achieve patient centered, effective care coordination across the system, enhance the ability to make best use of collective resources, achieve more system-like behavior, and have the agility to address future funding changes, a major, system-wide clinical transformation is needed. This clinical transformation will meet clinical information needs of both the hospitals and the region. A regional HIS would support a one patient, one system, one experience vision identified by the hospital's clinical leadership. This project opportunity will enable the sharing of information seamlessly across the six hospitals, connecting the patient's information into a single cohesive story and reducing the variability of care provided to patients.

The Regional HIS Transformation and Adoption Lead is responsible to work with Cerner's Operational Change Management Strategist, clinical leaders, project managers, and other stakeholders to develop and implement strategies to manage the organizational change associated with the HIS clinical transformation under the direction of the HIS Regional Project Director.

### PRINCIPLE RESPONSIBILITIES AND DUTIES (but are not limited to):

- Create a comprehensive change management plan for the HIS project
- Manage the Change Management team
- Apply a structured methodology and lead change management activities
- Apply change management process and tools to create a strategy to support adoption of the changes required by the HIS project
- Support the design, development, delivery and management of communications.
- Assess the change impact of the HIS clinical transformation
- Consult with the South East Regional Patient Advisory Council to develop patient coaching materials
- Conduct impact analyses, assess change readiness and identify key stakeholders
- Provide input, document requirements and support the design and delivery of training programs.
- Complete change management assessments across all partners
- Identify, analyze and prepare risk mitigation tactics
- Identify and manage anticipated resistance
- Consult and coach project teams
- Support and engage senior leaders
- Coach managers and supervisors and project leaders
- Evaluate and ensure user readiness

### QUALIFICATIONS:

- Post-secondary education in Information Technology, Business Administration or Health Care or equivalent, or equivalent business experience
- Work experience in clinical and operational practices within a healthcare organization
- A solid understanding of how people go through a change and the change process
- 5+ years of experience and knowledge with change management principles, methodologies and tools
- Ability to influence others and move toward a common vision or goal
- Resilient and tenacious with a propensity to persevere
- Familiarity with project management approaches, tools and phases of the project lifecycle
- Change management certification or designation desired
- Leadership experience in one or more of the following areas:
  - Multi-hospital organization projects
  - Multiple clinical stakeholders

- Managing the implementation activities associated with large projects
- Excellent analytical, problem-solving and decision-making skills; verbal and written communication skills; interpersonal and negotiation skills
- A team player with a track record for meeting deadlines
- Willingness and ability to regularly travel to locations within the region as required
- A results-oriented focus is essential, as is the ability to work in a fast-paced changing environment and effectively manage multiple deliverables simultaneously
- People and team oriented with a strong ability to establish an excellent level of confidence, credibility and cooperation with internal and external stakeholders
- Ability to communicate well, both verbally and written, is essential
- Ability to present information clearly and effectively

## Working Group Roles

---

### Regional HIS Workflow Lead

**POSITION SUMMARY:**

The six hospitals in the South East region recognize that to achieve patient centered, effective care coordination across the system, enhance the ability to make best use of collective resources, achieve more system-like behavior, and have the agility to address future funding changes, a major, system-wide clinical transformation is needed. This clinical transformation will meet clinical information needs of both the hospitals and the region. A regional HIS would support a one patient, one system, one experience vision identified by the hospital's clinical leadership. This project opportunity will enable the sharing of information seamlessly across the six hospitals, connecting the patient's information into a single cohesive story and reducing the variability of care provided to patients.

The Workflow Leads are charged with leading several user experience working groups in order to complete the system and implementation specific tasks that support the project. User experience working groups will focus on the design and configuration aspects of the implementation, current and future state workflows, data collection as well as system testing. The Workflow Leads are the final decision maker in consultation with subject matter experts and other stakeholders. If consensus cannot be reached with all workgroup members, then this role is responsible for making a final decision or escalating as an issue to Project Leadership. Workflow Leads work under the direction of a Workstream Leader.

The table below lists the Regional HIS Workflow Lead and Workstream Leader positions available:

<b>Clinicals and Departmentals Workstream</b>
Clinicals and Departmentals Workstream Leader and Surgery and Rehab Workflow Lead
Ambulatory and MH Workflow Lead (2)
Physician and Nursing Doc Workflow Lead (2)
High Acuity Workflow Lead
<b>Ancillaries Workstream</b>
Ancillaries Workstream Leader and Radiology Workflow Lead
Lab and ICP Workflow Lead
Pharmacy and Meds Process Workflow Lead
Oncology and Powertrials Workflow Lead
<b>Patient Access and Foundations Workstream</b>
Patient Access and Foundations Workstream Leader and Foundations Workflow Lead
Patient Flow Management Workflow Lead
Registration and Scheduling Workflow Lead
<b>Infrastructure and Integration Workstream</b>
Infrastructure and Integration Workstream Leader and Integration Solutions Workflow Lead
Infrastructure Services Workflow Lead
Supporting Projects Workflow Lead

**PRINCIPLE RESPONSIBILITIES AND DUTIES (but are not limited to):**

- Leads a group of regional subject matter experts in order to complete key planning, design and implementation tasks that support the project.
- Facilitates regional working groups in:

- Designing a standard process for clinical and non-clinical workflows;
- Validating the Cerner Canadian Reference Model;
- Ensuring the design and configuration of the system meets the regional clinical and non-clinical workflow standardization requirements.
- Supporting current and future state workflow reviews and data collection
- Testing of the system
- Support the change management and adoption activities ensuring successful clinical adoption across all hospital partners
- Gains clear understanding of project goals and objectives and lead through the project's guiding principles
- Participates in sessions at large scale program workshops and events
- Participates in weekly solution calls with the project team (including Cerner)
- Raises issues and risks to Project Leadership
- Escalates resourcing needs for work groups to Project Leadership and Project Managers
- Elevates scope changes to Workstream Leaders for decisions
- Elevates workflow deviations to Workstream Leaders where applicable
- Participates in committee meetings when needed
- Oversees history upload validation for solutions impacted by this scope
- Submits changes and participates in change request meetings where applicable
- Provides mitigation options to logged risks
- Participates in implementation strategies
- Participates in training and conversion plan development and execution
- Will support the project with required training needs
- Supports all hospitals during go lives acting as an Adoption Coach for specialized system training and support

**QUALIFICATIONS:**

- Post-secondary education in a related Healthcare Discipline, Information Technology, Business Administration or equivalent, or equivalent experience
- Strong knowledge of processes and workflows in one or more departments or units
- Experience leading implementation or improvement initiatives within your respective unit or departments
- Ability to take a regional leadership position on behalf of all regional partners
- Excellent analytical, problem-solving and decision-making skills; verbal and written communication skills; interpersonal and negotiation skills
- Knowledge and experience in using effective facilitation skills to guide diverse groups in defining and realizing common goals
- A team player with a track record for meeting deadlines
- Willingness and ability to regularly travel to locations within the region as required
- A results-oriented focus is essential, as is the ability to work in a fast-paced changing environment and effectively manage multiple deliverables simultaneously
- People and team oriented with a strong ability to establish an excellent level of confidence, credibility and cooperation with internal and external stakeholders
- Ability to communicate well, both verbally and written, is essential
- Ability to present information clearly and effectively

## Regional HIS Workstream Leader

**POSITION SUMMARY:**

The six hospitals in the South East region recognize that to achieve patient centered, effective care coordination across the system, enhance the ability to make best use of collective resources, achieve more system-like behavior, and have the agility to address future funding changes, a major, system-wide clinical transformation is needed. This clinical transformation will meet clinical information needs of both the hospitals and the region. A regional HIS would support a one patient, one system, one experience vision identified by the hospital's clinical leadership. This project opportunity will enable the sharing of information seamlessly across the six hospitals, connecting the patient's information into a single cohesive story and reducing the variability of care provided to patients.

Workstream Leaders are Workflow Leads who provide an additional level of leadership for the leads and working group members within their assigned Workstream and represent the Workstream at the Core Integration Committee.

As a Workflow Lead the Workstream Leaders are also charged with leading several user experience working groups in order to complete the system and implementation specific tasks that support the project. User experience working groups will focus on the design and configuration aspects of the implementation workflows and data collection as well as testing of the system. The Workflow Leads are the final decision maker in consultation with subject matter experts and other stakeholders. If consensus cannot be reached with all workgroup members, then this role is responsible for making a final decision or escalating as an issue to Project Leadership.

The table below lists the Regional HIS Workflow Lead and Workstream Leader positions available:

<b>Clinicals and Departmentals Workstream</b>
Clinicals and Departmentals Workstream Leader and Surgery and Rehab Workflow Lead
Ambulatory and MH Workflow Lead (2)
Physician and Nursing Doc Workflow Lead (2)
High Accuity Workflow Lead
<b>Ancillaries Workstream</b>
Ancillaries Workstream Leader and Radiology Workflow Lead
Lab and ICP Workflow Lead
Pharmacy and Meds Process Workflow Lead
Oncology and Powertrials Workflow Lead
<b>Patient Access and Foundations Workstream</b>
Patient Access and Foundations Workstream Leader and Foundations Workflow Lead
Patient Flow Management Workflow Lead
Registration and Scheduling Workflow Lead
<b>Infrastructure and Integration Workstream</b>
Infrastructure and Integration Workstream Leader and Integration Solutions Workflow Lead
Infrastructure Services Workflow Lead
Supporting Projects Workflow Lead

**PRINCIPLE RESPONSIBILITIES AND DUTIES (but are not limited to):**

- Provides leadership for the leads and working group members within an assigned Workstream and represent the Workstream at committee meetings.

- Leads a group of regional subject matter experts in order to complete key planning, design and implementation tasks that support the project.
- Facilitates regional working groups in:
  - Designing a standard process for clinical and non-clinical workflows;
  - Validating the Cerner Canadian Reference Model;
  - Ensuring the design and configuration of the system meets the regional clinical and non-clinical workflow standardization requirements.
  - Supporting current and future state workflow reviews and data collection
  - Testing of the system
  - Support the change management and adoption activities ensuring successful clinical adoption across all hospital partners
- Gains clear understanding of project goals and objectives and leads through the project's guiding principles
- Participates in sessions at large scale program workshops and events
- Participates in weekly solution calls with the project team (including Cerner)
- Raises issues and risks to the implementation to Project Leadership and Project Managers
- Escalates resourcing needs for work groups to Project Leadership and Project Managers
- Elevates scope changes to leadership for decisions
- Elevates workflow deviations to leadership where applicable
- Participates in Interprofessional and steering committees when needed
- Oversees the history upload validation for solutions impacted by this scope
- Submits changes and participates in change request meetings where applicable
- Provides mitigation options to logged risks
- Participates in implementation strategies
- Participates in training and conversion plan development and execution

**QUALIFICATIONS:**

- Post-secondary education in a related Healthcare Discipline, Information Technology, Business Administration or equivalent, or equivalent experience
- 5+ years of experience in a leadership role
- Strong knowledge of processes and workflows in one or more departments or units
- Experience leading implementation or improvement initiatives within your respective unit or departments
- Ability to take a regional leadership position on behalf of all regional partners
- Excellent analytical, problem-solving and decision-making skills; verbal and written communication skills; interpersonal and negotiation skills
- Knowledge and experience in using effective facilitation skills to guide diverse groups in defining and realizing common goals
- A team player with a track record for meeting deadlines
- Willingness and ability to regularly travel to locations within the region as required
- A results-oriented focus is essential, as is the ability to work in a fast-paced changing environment and effectively manage multiple deliverables simultaneously
- People and team oriented with a strong ability to establish an excellent level of confidence, credibility and cooperation with internal and external stakeholders
- Ability to communicate well, both verbally and written, is essential
- Ability to present information clearly and effectively

## Regional HIS Working Group Coordinator

### **POSITION SUMMARY:**

The six hospitals in the South East region recognize that to achieve patient centered, effective care coordination across the system, enhance the ability to make best use of collective resources, achieve more system-like behavior, and have the agility to address future funding changes, a major, system-wide clinical transformation is needed. This clinical transformation will meet clinical information needs of both the hospitals and the region. A regional HIS would support a one patient, one system, one experience vision identified by the hospital's clinical leadership. This project opportunity will enable the sharing of information seamlessly across the six hospitals, connecting the patient's information into a single cohesive story and reducing the variability of care provided to patients.

The Regional HIS Working Group Coordinator is responsible for a variety of administrative duties in support of the User Experience Working Group, Workstream Leaders and Workflow Leads. Duties include but are not limited to project tracking, scheduling meetings, coordinating events and documents management.

### **PRINCIPLE RESPONSIBILITIES AND DUTIES (but are not limited to):**

- Coordinate working group meetings
- Support working groups on an as needed basis at the direction of the Workstream Leaders and Project Leadership
- Collect data, file and distribute project files to the right personnel and stakeholders
- Takes records of all working group items, and sees to it that they are adequately delivered required stakeholders as directed by the project director
- Support project planning and implementation activities
- Assist with and prepare presentations, briefings and reports in support of project activities
- Engage with partners and other stakeholders as needed

### **QUALIFICATIONS:**

- Post-secondary education in Information Technology, Business Administration or Finance or equivalent, or equivalent business experience
- 2+ years of administrative support or project coordination experience
- Experience coordinating meetings with many stakeholders
- Excellent verbal and written communication skills; interpersonal and negotiation skills
- A team player with a track record for meeting deadlines
- Willingness and ability to regularly travel to locations within the region as required
- A results-oriented focus is essential, as is the ability to work in a fast-paced changing environment and effectively manage multiple deliverables simultaneously
- People and team oriented with a strong ability to establish an excellent level of confidence, credibility and cooperation with internal and external stakeholders
- Ability to communicate well, both verbally and written, is essential
- Ability to present information clearly and effectively