

**Title:** Workflow Lead – Physician Support

**Department:** LUMEO Project

**Hours of Work:** Temporary, Full-Time Position

**Salary:** To be determined

**Union:** Non-Union

**Location:** Virtual (with some regional travel)

## **PRIMARY FUNCTION**

The six health-partners in the South East region recognize that to achieve person 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 health-partners and the region. A regional HIS would support a one person, one system, one experience vision identified by the partners' clinical leadership. This project opportunity will enable the sharing of information seamlessly across the six health-partners, connecting the personal health information into a single cohesive story and reducing the variability of care provided.

The **Physician Support Workflow Leads** will work in conjunction with the Lumeo Physician Leads, Physician Champions, and Physician Subject Matter Experts to help coordinate and conduct the physician related work coming out of the Lumeo workshops. This can include things like gathering data, facilitating discussions with physicians, and generally engaging with physicians regionally to support the workshop processes and other implementation steps.

## **RESPONSIBILITIES & DUTIES INCLUDE:**

- 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 health-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 health-partners during go lives acting as an Adoption Coach for specialized system training and support

*NOTE - The above duties are representative but are not to be construed as all-inclusive.*

#### **BASIC 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
- 3+ years of 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
- Satisfactory criminal reference check required.

#### **PHYSICAL REQUIREMENTS:**

The applicant must be able to meet the physical demands of this position.

*We thank all applicants, but only those selected for an interview will be contacted. Kingston Health Sciences Centre is committed to inclusive and accessible employment practices.*

*If you require an accommodation to fully participate in the hiring process, please notify the Recruitment Team.*