

Quality Improvement Decision Support Specialist

Position Details

Full time permanent

Salary \$80,000

Benefits including HOOPP, Health/Lifestyle Spending Account

Host employer is Village FHT

Position Summary

Reporting to Executive Director of the Host FHT and working closely with a steering committee that includes the Executive Director of each partner Family Health Team (FHT), the Quality Improvement Decision Support Specialist (QIDSS) is responsible for supporting 6 partner sites in their quality improvement planning, decision making and implementation activities. The six partner FHTs include: Mount Sinai, South East Toronto, Sunnybrook, Taddle Creek, Village, Women's College. While the QIDSS formally reports to the Host Site Executive Director, they will receive direction and support from the local Executive Director at each site. The Host site is Village Family Health Team.

Key functions include reviewing data quality, supporting teams:

- in the implementation of data quality initiatives
- improving the flow and use of information
- developing queries and analytical products
- support implementation of patient communication tools
- support boards and leaders in their quality improvement goals
- engaged in clinical process change.

The QIDSS will extract health information from electronic medical records (EMRs) systems running in partner sites to facilitate quality improvement. The incumbent is also be expected to participate in broader data harmonization and reporting initiatives and champion the use of data and performance analytics within and across Ontario's family health teams.

Village FHT welcomes applications from people with disabilities. Accommodations are available, upon request, for candidates taking part in all aspects of the selection process.

Roles and Responsibilities (6 partner sites)

Supports quality improvement decision support capacity building:

1. Supports senior leadership and other stakeholders in the assessment of the quality of the data and decision support needs
2. Serves sites as a subject matter expert in data integrity and leads the analysis of data quality issues, using problem-solving methodologies to recommend corrective and preventative action
3. Collaborates closely with multi-disciplinary teams, and residents at academic sites, engaged in quality improvement to identify performance measurement information and data quality needs
4. Supports the work of quality improvement committees in the development and implementation of quality improvement plans
5. Support management decision making by developing, generating, analyzing, and interpreting extracted health information.

Improves data integrity and comparability:

6. Assesses the underlying causes of poor data quality and leads the identification and implementation of data quality improvement initiatives
7. Ensures high quality data is available for extraction as needed by developing and implementing systems to identify, track, correct and prevent errors
8. Designs, tests, and deploys tools and processes for extracting and managing performance data
9. Develops data feedback reports and data checking routines
10. Verifies extracted data against source documentation and develop standard operating procedures for data cleaning
11. Communicates data quality issues to FHT leadership in a timely and accurate manner

Improves data access and use:

12. Identifies gaps in data availability, and defines and implements solutions to close the gaps
13. Provides consultative and analytical support regarding the collection, interpretation, analysis, and presentation of data to help teams ensure that clinical information management practices support best practice standards
14. Acts as a change agent and coach to inter-disciplinary teams on data management and performance measurement
15. Conducts analysis and develops reports and presentations using statistical reporting packages, and presents this information to a variety of audiences
16. Monitors and evaluates EMR functionality from a user and decision support perspective

Develops effective working relationships and manages work independently:

17. Creates effective working relationships with the AFHTO Steering Committee and multiple FHTs across member sites
18. Manages data quality, business process improvement, data extraction, report development and other projects using effective project management practices
19. Contributes actively to local and provincial standards development and data harmonization activities
20. Participates in committees and regular provincial QIDS activities

Qualifications

- A university degree in a related discipline (Business Administration, Statistics, Health Sciences or Information Management) or equivalent education and experience.
- Demonstrated expertise in data management best practices
- Demonstrated proficiency in quantitative analysis and report writing skills
- Knowledge of primary care and demonstrated interest in the use of data for quality improvement
- Strong applied knowledge of Practice Solutions (Telus) required
- Working knowledge of Accuro (QHR) an asset
- Sound knowledge of performance improvement techniques and practices used in healthcare settings, process redesign and system implementation experience
- Highly effective communication, presentation and interpersonal skills and a proven ability to develop and maintain strong relationships with partners
- Demonstrated Leadership skills, critical thinking and initiative-taking
- Exceptional organizational and time management skills
- Ability to manage a variety of concurrent assignments and to work independently
- Ability to travel among 6 Toronto based sites

To Apply

Please send a cover letter and resume to Diana Noel, Executive Director Village FHT (diana.noel@villagefht.ca) by May 20, 2022.