

Position Title: Director, Health Information Management (HIM) & Decision Support (DS).

Location: Owen Sound, Ontario.

Inquiries: Colin Campbell
416-920-0092 ext. 227
colin@mmsearch.com

The Company: Our client operates six rural hospitals in Ontario and employ over 1,600 staff and 200 physicians.

The Role:

Reporting to the Vice President Information Technology and CIO, this position will focus on advancing performance management and measurement with a vision to the technology enablers that support clinical and corporate decision-making. This position provides key leadership and direction leveraging the use of data and analytics to inform health service planning, quality and financial activities and decision making. The Director will ensure a culture of evidence-based decision-making strategies and leverage technologies, which optimize the cost effectiveness and reliability of resources, are the focus of the department. Furthermore, the Director will streamline the operations of the HIM & DS Department in alignment with the business and strategic objectives of the GBHS.

Responsibilities:

1. Operations and Strategic Planning Functions:

- Leads with the development of business case justifications and cost/benefit analyses for organizational spending and initiatives.
- Accountable for the ongoing metrics program that organizationally aligns service criteria and business objectives to actively measure and monitor client satisfaction to ensure departmental service levels are achieved.
- Develops the annual business plan/ operating action plan for achieving results, including regular evaluation of targets and outcomes, taking corrective action where/when necessary and regularly reporting on progress as directed.
- Leads problem solving and implements process improvements including streamlining work processes and other Lean-related initiatives.

2. Analysis and Reporting Data/Information

- Determines the scope and complexity of data needs; Conceptualizes, designs, administers, analyzes, reports and translates data to create a platform for evidence-based decision making
- Collects data to compare the similarities and differences of utilization practices internally & externally and benchmarks with selected best practice organizations/targets; Evaluates best practices for applicability to issues faced by GBHS and communicates findings
- Collects, measures and monitors performance indicator data to support the work of clinical service teams/quality improvement projects teams/physicians
- Coordinates provincial ERNI data quality variance reporting, implementation of reporting changes and distribution of reports.

3. Planning and Evaluation

- Assists managers, teams, and committees in the selection of external benchmarks relevant to hospital/departmental/program /team improvement initiatives
- Provides Scorecard Reports that facilitate the monitoring of trends/changes in performance indicator results
- Represents GBHS DS on corporate, regional and SWLHIN projects and committees
- Consults with Finance department in MIS reporting and HSFR/HBAM data
- Consults with IT, Finance, Registration and Health Records on identified data quality issues during the data analysis process

4. Human Resources Management and Team Responsibilities

- Oversees the hiring, orientation and development of staff, and participates in performance management as required
- Develops, directs and implements departmental operating plan incorporating vision, mission, goals, objectives and standards throughout the organization
- Develops and implements approved policies and procedures and ensures they are current and congruent throughout the organization

Qualifications:

- Degree in a health or business-related field
- Graduate of a recognized Health Information Management Program is preferred.
- Minimum 5 years' experience in Decision Support/Utilization Management in an acute health care environment
- Proficiency with various databases used to capture information in various health sectors including: Hospital databases (e.g. CIHI DAD, NACRS, OMHRS); Community Databases (e.g. IAR, Community Business Intelligence), and provincial/regional data repositories with a comprehensive understanding of the Ontario health-care system and issues.
- Advanced knowledge and experience in data/statistical analysis and research skills
- Experience working within health care funding models including HSFR, HBAM, CCO, QBPs etc.)
- Knowledge of and experience with CIHI, MOH and CCO data submission and reporting
- Knowledge of Case Costing, CMG and RIW Methodologies
- Knowledge and understanding of key health care performance measures (clinical, financial, utilization, efficiency) and balanced scorecards
- Strong abilities in Crystal Reporting, MS Excel and SQL
- Demonstrated progressive leadership responsibility in a hospital setting
- Excellent interpersonal, presentation and communication skills
- Ability to interact effectively and build relationships with all internal and external stakeholders and partners
- Available for regular assignment of Hospital Administrator on-call responsibilities (assigned on a rotating basis to cover evenings and weekends)
- Valid (class G) driver's license and ability to travel
- Recent satisfactory performance and attendance records
- Knowledge of and adherence to GBHS 'CARE' Behaviours (Collaboration, Accountability, Respect, Excellence) and 'LEAD' Competencies (Lead by example, Empower, Achieve results, Develop others)
- Advocates and supports a culture of patient safety and demonstrates an understanding of how the department service and assigned responsibilities contribute to overall patient safety at GBHS through patient safety knowledge, skills and attitudes