POSITION DESCRIPTION

POSITION TITLE: **GHHN Digital Health Specialist**

RESPONSIBLE TO: **Chief Information Officer**

GENERAL ACCOUNTABILITIES:

*The **GHHN Digital Health Specialist** serves all primary care practices in the Greater Hamilton Health Network (GHHN) from within the Compass's digital health team, and is a champion of the vision and mission, and promotes an environment that is consistent with the values and principles, of both GHHN and Compass Community Health.*

The Digital Health Specialist brings expertise in primary care workflow analysis and best practices for digital health adoption and maturity to primary care practices within the Greater Hamilton Health Network (GHHN), including strategies for improving patient and provider experience. The Digital Health Specialist' key mandate is to provide consultation and implementation leadership to primary care practices through the process of selecting, adopting, optimizing and evaluating the use of digital health tools, including building capacity within each practice to sustain optimal use without direct dependency on the Digital Health Specialist. The Digital Health Specialist will be accountable to, and collaborate closely with, the GHHN Primary Care Digital Health Caucus in prioritizing a work plan for implementation, addressing any barriers identified, and leading continuous improvement in this role dedicated to digital health optimization in primary care practices.

SPECIFIC ACCOUNTABILITIES:

1. Develop, implement and continuously evaluate a consultation and implementation support service for primary care practices to facilitate optimal adoption and use of digital health tools in accordance with all relevant standards and best practices, such service including:
    a. Information and due diligence support for selection of digital health tool(s);
    b. Collaborative workflow analysis and process and/or role (re)design to realize maximum benefits of adoption of digital health tool(s);
    c. Development of implementation project plan and success criteria, including identification and preparation of individual(s) who will sustain the needed support at the practice level at the conclusion of the DHS' direct involvement;
    d. Leadership of implementation project plan, collaboratively monitoring progress and adapting as appropriate, with priority given to on-site presence and support except where virtual engagement is deemed preferred by the practice for a given activity/function; and
    e. Support for evaluation and transition to sustainable use, including close collaboration with Quality Information Decision Support Specialists (QIDDS);

2. Leverage vendor user manuals in developing relevant training program(s) and facilitate, maintain and continuously improve comprehensive training for users, including creating and implementing a sustainable and effective train-the-trainer program;
3. Develop and maintain resources related to best practices and helpful strategies for use of relevant digital health tools;
4. Prepare and share regular status reports with relevant stakeholders to leverage learnings across region/province;
5. Frequently work at a fast pace, with unscheduled interruptions and deadlines;
6. Work independently with minimal supervision;
7. Work according to Privacy policies and procedures of host organization;
8. Some weekends and after hours expected;
9. Travel to other work locations as determined by recipient of service; and
10. Perform other duties as assigned.

QUALIFICATIONS:

1. Undergraduate degree in a related discipline (e.g. health professional, health care administration, health information management, or clinical informatics);
2. Master's degree (completed or in progress) in a related discipline preferred; and
3. Possession of a "G" class driving license and access to a vehicle is required.

EXPERIENCE:

1. Knowledge of primary care context and general practice workflow required, with health professional designation a definite asset;
2. Minimum of 2 years' experience in a role related to digital health;
3. Strong project management and analytical skills combined with very good report-writing skills;
4. High degree of resourcefulness, flexibility, and adaptability;
5. Demonstrated ability to problem-solve and work under minimal supervision;
6. Excellent written and verbal communication skills;
7. Demonstrated strength in training and support and building capacity in others/teams;
8. Experienced in consulting with stakeholders, clients, end-users, executive staff on business issues, solutions and EMR concepts; and
9. Expertise in use of Microsoft Office.

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I understand the requirements, essential functions and duties of the position.

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Date

Revised: November 2021