POSITION DESCRIPTION

POSITION TITLE: **Quality Improvement Decision & Support Specialist**

RESPONSIBLE TO: **Chief Information Officer**

GENERAL ACCOUNTABILITES:

*The **Quality Improvement & Decision Support Specialist** serves as a champion of the Vision and Mission and promotes an environment that is consistent to the Health Centre's Statement of Values and Principles. The Quality Improvement & Decision Support Specialist is an essential member of the client-centred health professional Team. The Quality Improvement & Decision Support Specialist work with the other members of the Health Centre's teams to effectively and efficiently serve Health Centre clients through traditional, non- traditional and innovative approaches to service delivery within the broad determinants of health framework. The Quality Improvement & Decision Support Specialist will assist the Chief Information Officer in the implementation of strategic information management solutions in order to improve client care and public accountability.*

SPECIFIC ACCOUNTABILITIES:

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:

- Data Analysis and Management:
    - Design, run, and update data queries based on program and reporting requirements;
    - Analyze and present data to support decision-making and internal/external reporting;
    - Present data information using dashboard concepts;
    - Ensure efficient data extraction and reporting;
    - Offer expertise to the QIDSS team and other organizations on data management practices and tools;
    - Collaborate with partner organizations on data accuracy, error detection, and correction methods;
    - Establish and enforce data management policies and procedures;
    - Design procedures to support privacy and security, including a data/user auditing system;
    - Develop measures to ensure team effectiveness in maintaining service quality and relevance;
    - Report on program outcomes and provide data to gauge performance against objectives;
    - Offer leadership in creating measures of client care quality and satisfaction.
- System & Project Management:
    - Facilitate planning activities for new site additions to the program;
    - Participate in system changes to ensure compliance with data standards;
    - Act as a primary contact for Alliance for Healthier Communities;
    - Support for evaluation and transition to sustainable use, including close collaboration with Digital Health team;
    - Ensure all tickets are closed according to the ticket urgency.
- Compliance & Governance:
    - Ensure work aligns with safety legislation and the organization's anti-oppression and cultural competency principles;

- Collaborative workflow analysis and process and/or role (re)design to realize maximum benefits of adoption of digital health tool(s);
  - Support for evaluation and transition to sustainable use, including close collaboration with Digital Health team;
  - Data entry standardization;
  - Adhere to the Digital Health standards, practices, and policies for the Health Information Systems Department;
  - Work according to Privacy policies and procedures of host organization and each Information Systems Partner Organization.
- Some weekends and after hours expected;
- Participate on Regional User Group meetings;
- Travel to other partner site locations as determined by recipient of service; and
- Perform other duties as assigned.

QUALIFICATIONS:

- Undergraduate degree or 3 year Diploma in a related discipline (e.g. health care administration, health information management, or clinical informatics);
- Strong analytical skills combined with very good report-writing skills;
- High degree of resourcefulness, flexibility, and adaptability;
- Good presentation skills;
- Excellent SQL and data warehouse skills;
- Experience writing complex queries on large data sets;
- Proficient in the use of standard report writing software (e.g. Access, JReports, etc.);
- Ability to work with Electronic Health Records environment (e.g. TELUS EMR- PS);
- Excellent Communication skills;
- Exceptional computer skills including ability to use Microsoft as well as experience with SharePoint;
- Possession of a "G" class driving license and access to a vehicle is required.

EXPERIENCES:

- Minimum 1-2 years of direct work experience in an Information Management environment;
- Work experience in Digital Health environment;
- Demonstrated ability to problem-solve and work under minimal supervision;
- Innovation - Identify progressive solutions that improve service, teamwork, efficiency, and/or effectiveness;
- Teamwork - Be a part of the whole; support each other positively;
- Familiarity with medical records terminology Experience with electronic medical records preferred;
- Training and Teambuilding skills;
- Experienced in consulting with stakeholders, clients, end-users, executive staff on business issues, solutions and Digital Health concepts;

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

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Date

Revised: March 2024