Position Description: Knowledge Translation and Exchange Specialist, Quality Improvement Decision Support (QIDS) Program

PURPOSE OF POSITION:
The goal of the QIDS Provincial Program is to obtain the best value possible from Ontario's investment in QIDS Specialists positions. "Value" in this context means supporting and enhancing the use of data and analysis among AFHTO members to improve health outcomes for their patients, the quality of care patients experience, and the efficiency/appropriateness of the care delivered.

Reporting to the Provincial Lead for the QIDS program, the *QIDS Knowledge Translation and Exchange (KTE) Specialist* will play a critical role in delivering on this objective. The role will be responsible for facilitating sharing of the rapidly expanding body of knowledge about quality improvement (QI) and decision support (DS) among AFHTO members, primarily via the QIDS specialists.

ROLE:

- Work with QIDS Specialists, their host Executive Directors and AFHTO staff to identify opportunities to advance QI and DS among AFHTO member organizations through knowledge creation, translation and exchange. This includes identifying needs and opportunities:
    - To identify and evaluate best practices in collaboration with QIDSS and AFHTO members and organize the means to share this knowledge more broadly among AFHTO members
    - To improve the quality and/or efficiency of QIDS Specialist work in areas such as data capture (including standardization of data and optimal use of EMR), extraction, analysis, reporting and development of QI interventions (including process flows, PDSA cycles, etc)
    - For professional development of QIDS Specialists (and possibly others in the AFHTO membership), including coordination of resources to meet these needs
    - For collective approaches to remove barriers and/or facilitate spread (e.g. issues related to privacy, partnership arrangements, optimal use of resources)

- Address identified opportunities and needs through appropriate action, such as:
    - Production of presentations and publications to advance the work of QIDS Specialists individually within their partner organizations as well as to external audiences
    - Creation of knowledge products and tools such as inventories of technical specifications, data standards, data entry or extraction protocols etc.
    - Development of processes and tools for knowledge sharing to and from patients to improve quality in primary care
    - Working with QIDS Specialists and/or their host EDs and/or other AFHTO members to develop proposals for the QIDS Steering Committee for larger-scale projects related to development, identification, evaluation and spread of best practice, and to complete approved projects.

- Provide on-going support for start-up/hiring activities in each of the teams hosting a QIDS Specialist position, when such help is wanted. This includes:
  - orientation of newly hired QIDS Specialists
  - advice and support to host EDs in conducting performance appraisals of the specialized resources
  - Support to QIDS Specialists and QIDS partners in developing QIDS partnership arrangements and initial workplans

- Take the lead in identifying opportunities to meet AFHTO member needs for useful, accurate and timely information about QI and DS generally, and the QIDS program specifically. This includes:
  - Developing or assisting with communications pieces such as newsletters, presentations, annual report, web postings.
  - Making timely updates to website to ensure accuracy and currency of information presented.
  - Exploring, recommending and implementing new services and technologies to improve communications and knowledge exchange related to QI and DS among AFHTO members.
  - Responding to inquiries and information requests related to QI and DS generally, and the QIDS program specifically.

- Contribute to positive relationships and effective communications with other QIDS program partners including other primary care providers, the Ministry, LHINs and related agencies (e.g. HQO, eHealth Ontario, OntarioMD, CIHI) and EMR vendors, among others

- Contribute to a culture of learning and continuous improvement in performance measurement within AFHTO and across the AFHTO membership.

WORK ENVIRONMENT:
The majority of work will be carried out at the AFHTO office in Toronto. Telework opportunity can be negotiated. Travel to AFHTO member sites across Ontario will be required. Meetings and events will require occasional weekend or evening work.

POSITION REQUIREMENTS:

Education and experience

- Degree (Masters level preferred) in a field relevant to the requirements of this position, e.g. Public Health, clinical science (medicine, nursing, allied health) Health Policy, Health Sciences (eg health education, promotion, planning or policy), epidemiology, Social Sciences, Communications/knowledge exchange/translation/mobilization, evaluation/outcomes measurement
- Plus 2 years of practice
- Or equivalent combination of a university degree with work experience

Competencies and Expertise:
General competencies/expertise

- Demonstrated ability to work within a consultative model with demonstrated experience in working with diverse stakeholders at frontline, senior manager, community and provincial levels
- Demonstrated skills in group facilitation and adult education
- Demonstrated ability to successfully lead, organize and deliver projects; use effective project management methods; and optimize timely and complete delivery of concurrent projects within budget.
- Excellent writing, communications, interpersonal and education skills and the ability to establish and maintain positive relations with stakeholders.
- Demonstrated ability to self-organize work with multiple deadlines and deliverables; exercise innovation; take initiative, use independent judgment and problem-solve. Able to work independently and as part of a team.
- Proficiency in word processing and web-based research. Functional in the use of spreadsheets and databases. Expertise in web technology is an asset.
- Ability to travel and work flexible hours, including occasional evenings, weekends and short trips.
- Valid Ontario driver's license

Knowledge translation competencies/expertise

- Demonstrated ability to analyze, translate research and practice-based evidence, including experience with dissemination and education processes (online and in person) to impact utilization of the knowledge provided.
- Demonstrated expertise regarding clinical practice (in primary care setting preferred); knowledge synthesis, translation and exchange; determinants of health and health equity; change management and communications.
- Demonstrated ability in performance measurement and improvement, using various types of data (e.g, administrative, survey, etc).
- Demonstrated ability to analyze workflow, interface, data schema and other enablers and barriers to the availability of high quality data for decision support;
- Advanced expertise in at least one area related to use of data to improve quality of primary care (eg clinical expertise, data extraction, data analysis, PDSA or Lean techniques etc)

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