



Job Description

Quality Improvement Decision Support Specialist (QIDSS)

Post Date: Nov 2014

Position Summary

Reporting to Executive Director and working closely with the Quality Improvement Committee, the Quality Improvement Decision Support Specialist (QIDSS) is responsible for supporting the Humber River Family Health Team (HRFHT) in their quality improvement planning, decision making and implementation activities. This includes reviewing data quality, supporting teams in the implementation of data quality initiatives, improving the flow and use of information, developing queries and analytical products to support boards and leaders in their quality improvement goals and teams 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 being expected to participate in broader data harmonization initiatives and champion the use of data and performance analytics within and across Ontario's family health teams.

Roles and Responsibilities

Supports quality improvement decision support capacity building:

- Supports the board, senior leadership and other stakeholders in the assessment or quality improvement data and decision support needs
- 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
- Collaborate closely with multi-disciplinary teams engaged in quality improvement to identify performance measurement information and data quality needs
- Support the work of boards and quality improvement committees in the development and implementation of quality improvement plans
- Support management decision making by developing, generating, analyzing and interpreting extracted health information.

Improves data integrity and comparability:

- Assesses the underlying causes of poor data quality and leads the identification and implementation of data quality improvement initiatives
- Ensure high quality data is available for extraction as needed by developing and implementing systems to identify, track, correct and prevent errors.
- Design, test and deploy tools and processes for extracting and managing performance data



- Develop data feedback reports and data checking routines.
- Verify extracted data against source documentation and develop standard operating procedures for data cleaning
- Communicate data quality issues to FHT leadership in a timely and accurate manner

Improves data access and use:

- Identify gaps in data availability, and define and implement solutions to close the gaps
- Provide 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.
- Act as a change agent and coach to inter-disciplinary teams on data management and performance measurement
- Conduct analysis and develop reports and presentations using statistical reporting packages, and present this information to a variety of audiences
- Monitor and evaluate clinical information system functionality from a user and decision support perspective.

Develops effective working relationships and manages work independently:

- Create effective working relationships with the Quality Improvement Committee
- Manage data quality, business process improvement, data extraction, report development and other projects using effective project management practices
- Contribute actively to local and provincial standards development and data harmonization activities
- Participate in committees and regular provincial QIDS activities

The above responsibilities are not to be considered all - inclusive; the QIDS Specialist may be assigned other related duties in consultation with the provincial QIDS Committee.

Required Education and Knowledge

- Extensive experience with the OSCAR EMR
- A university degree in a related discipline (Business Administration, Statistics, Health Sciences or Information Management) or equivalent education and experience
- Demonstrated expertise in data quality and clinical information management best practices
- Knowledge of primary care and demonstrated interest in the use of data for quality improvement
- Currency in applicable privacy and confidentiality policies and laws regarding the collection and use of health information is required.
- 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 proficiency in quantitative analysis and report writing skills
- Ability to handle a variety of concurrent assignments and to work independently
- Excellent organizational and project management skills with attention to detail
- Strong applied knowledge of one or more EMR/EHR systems currently in use in



Humber River

Family Health Team

- Ontario and proficiency in programming languages and reporting writing tools (e.g. SQL, SSRS, SSIS, SSAS or Crystal Reports) will be an asset as will a demonstrated capacity to learn similar packages quickly
- Ability to handle a variety of concurrent assignments and to work independently
 - Valid Ontario driver's license

Specialized skills and knowledge:

- Strong applied knowledge of OSCAR EMR/EHR systems currently in use in Ontario
- Demonstrated proficiency in programming in a language used to extract data from EMR, etc. SQL may be required.
- Knowledge of additional report writing and statistical analysis packages (SSRS, SSIS, SSAS or Crystal Reports) and a demonstrated ability to learn similar packages quickly will be considered an asset.
- Currency in applicable privacy and confidentiality policies and laws regarding the collection and use of health information is required.

Reporting Relationship

The Quality Improvement Committee will provide this position reports to the Executive Director of HRFHT, and Strategic direction for the work of the QIDS Specialist.

Job Specification

Closing:

Dec 10, 2014, send resume to humberriverfht@gmail.com

Location(s)

This home base for the position will be at Humber River FHT, Finch site, but will relocate to another location in Spring 2015. The incumbent will be expected to attend other sites regularly.

Hours of Work

Flexible

Status

Part Time (.5 FTE)

HRFHT is an Affirmative Action Employer and has an Affirmative Action Policy. Designated groups are; minorities, persons with disabilities and aboriginal peoples. HRFHT welcomes applicants from these groups. Persons in these groups must self-identify in order to participate in our program. All qualified candidates are encouraged to apply; however, Canadian citizens and permanent residents will be given priority.