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INVITATION FOR EXPRESSION OF INTEREST

Senior Medical Director CST / Cerner Implementation (SMDCI) at Providence Health Care

Role Summary

The Senior Medical Director CST / Cerner implementation (SMDCI) provides clinical leadership in the successful execution of the Clinical and Systems Transformation program for Providence Health Care (PHC). Specifically, SMDCI is responsible for medical staff adoption of the new Electronic Health Record (EHR) across the organization. The SMDCI has accountability to ensure the solution meets clinical practice, quality and safety requirements, provider engagement and satisfaction with the project and that all members of the Medical Staff are aware of and appropriately trained for the implementation of the Cerner EHR across PHC.

The SMDCI is a key member of the PHC CST executive implementation team and works in partnership with the CST Chief Medical Information Officer ("CMIO") VCH and PHC and the CMIO for PHSA, the Clinical and Systems Transformation ("CST") Chief Transformation Officer ("CTO"), PHC VP for Acute Services and the PHC Executive Sponsor.

The SMDCI is also responsible for ensuring that members of the Medical Staff in particular are effectively engaged in remaining enterprise design of the technical system, project decision making, planning, activation and evaluation related to the program. Reporting to the CST Executive Sponsors and the VP's of Medicine at PHC, the SMDCI has responsibility for assuring that the core capabilities and services of the Medical Staff at PHC are met and/or enhanced as a result of the functionality and service capabilities implemented. The position, furthermore, represents the needs and requirements of the Medical Staff community and serves as an advocate in promoting the use of information technology to assist clinicians in the delivery of patient care while supporting quality improvement and research efforts. This includes providing medical content expertise and familiarity with physician workflows to the project teams. Along with the CIO, and CMIO, the SMDCI ensures that the project realizes opportunities to improve and sustain service and quality for the benefit of patients.

The SMDCI participates as a member of CST and PHC committees where appropriate in representing the needs and requirements of the Medical Staff and the project. The position works in partnership with Information Management/Information Technology Services ("IMITS") and Clinical Transformation Lead in the design and successful implementation and benefits realization of the CST initiative. The position also provides leadership to specific aspects of the program including chairing governance groups as required.

Background

The PHC clinical information system (and others in partner organizations) are at varying stages of obsolescence. Clinical processes at our various sites and those of our partners are not standardized or reliably representative of evidence-based best practices in all cases. The Ministry of Health direction to Health Authorities is that investment in major patient care clinical systems will be restricted to Meditech and Cerner; Cerner was selected as the strategic platform for PHC, VCH and PHSA. Implementing a new clinical information solution as a single instance across all three (3) multi-site organizations requires coordination of clinical and administrative processes. PHC represents the third of five (5) major deployment groups and is targeted for a “Go-Live” in early to mid-2019.

Position Description & Location

The PHC SMDCI:

is responsible for leading medical staff preparation, training and adoption for the clinical implementation of the CST information systems and related standardization initiatives across the organization

Specific Responsibilities and Deliverables

- Champions and leads the engagement of members of the Medical Staff to support the CST vision and goals for an Enterprise-wide electronic health record that supports the patient journey through care sites and care events within VCH/PHC
- Brings the voice of the Medical Staff into the project and participates in CST leadership teams on prioritization and decision-making
- Acts as the key liaison between Medical Staff, other clinical groups and the project teams of the organizations
- Champions the realization of an electronic health record across acute, residential, ambulatory and community settings through the implementation of the CST initiative
- Coordinates, along with the CMIO, the activities of Associate Chief Medical Information Officer ACMIO's and other physician champions
- Focusing on the Medical Staff, Leads, along with VP for CST, the VP for Acute operations and the VP for Medical Affairs, planning, implementation and mitigation of impacts to services levels resulting from the project; this may include adding clinical resources and/or temporary reductions to service if needed. Management of resources to create and maintain provider specific profiles including their System Roles, Access Requirements, Learning Requirements/Plans, Training Compliance and System Personalization Plans for each provider
- Contributes to the development of team values, team dynamics, new processes
- Builds collaborative relationships, effective stakeholder relationships and trust among the clinical and Information Management Information Systems IMIS team members and the PHC clinical stakeholders
- Enables project delivery, resolving issues, ensuring clinical needs are met through project deliverables
- Provides effective input into centralized project planning and progress evaluation activities
- Ensures processes are established to determine the support requirements (change management, communication, learning, etc.) of clinicians and teams for successful activation and adoption
- Ensures a collaborative delivery approach within the PHC clinical groups and IT project groups

- Supports the development of the Cerner clinical information solution for the implementation of evidence-based care, safety, quality, and efficiency
- Prepares and presents project reports as required for the governance and leadership
- Acts as Spokesperson and Ambassador for the project
- Supports the mission, vision, values, ethical framework, policies and procedures of the organization
- Additional specific deliverables as mutually agreed from time-to-time

The SMDCI ensures Members of the Medical Staff

- Are informed
- Are oriented to Cerner and practice changes
- Have concerns and opinions heard and addressed
- Understand their personal role and have their workflows validated
- Are taught to required level to function
- Are able to be connected: reliable access and understand access pathways
- Understand access to support
- Can endorse the product and project
- Achieve “Ready to go” status

Key Steps Include

- ID unique providers (complicated)
- Determine sites of work for individual providers and access required
- Determine clinical roles
- Attach learning plan
- Communicate this reliably to physician
- Build a personal plan for each physician

Reporting Protocol

The SMDCI shall report directly to the VP, Medical Affairs at PHC with a matrix reporting structure to PHC Executive Sponsor for the Clinical & Systems transformation Project.

The Physician will also be expected to provide regular reporting to the PHC Senior Leadership Team (“SLT”), and Medical Advisory Committee (“MAC”), Executive

Time Commitment

This is a part-time medical leadership role – a unique aspect is the need to allow for a larger percentage of time to be devoted to the months surrounding Cerner Implementation at PHC. The details are to be worked out with the successful candidate; however, it is anticipated that, on average, the time required to perform the Services will be approximately the equivalent of two and a half (2 ½) days or twenty (20) hours per week until the dates of Cerner implementation are known, in the months leading up to and immediately following, the time commitment is expected to increase up to full-time around the time of implementation.

Remuneration will be adjusted accordingly.

It is assumed that the incumbent will also practice in his/her area of clinical medicine in the balance of their time.

Performance Review & Evaluation

Administrative appointments at PHC may be renewable upon satisfactory review.

Qualifications

- Medical degree (MD)
- Master's degree in clinical area, business, or related field (desired)
- Licensed to practice medicine in the Province of British Columbia (or licensable)
- Demonstrated knowledge of principles and practice of evidence-based care
- Ability for broad systems thinking and ability to conceptualize critical issues spanning organizational needs
- Demonstrated ability to execute strategy across complex organizational structures
- Demonstrated leadership ability and experience in successfully leading organization-wide initiatives through consensus building
- Demonstrated understanding of the implementation demands, priorities, considerations and issues relating to large scale clinical information systems solutions
- Demonstrated ability to coordinate work and deliver in a matrix structure
- Demonstrated knowledge and application of continuous performance improvement principles and proven success in change management
- Ten years (10) of medical practice experience is required, to include five to seven (5-7) years of information technology project leadership experience
- Demonstrated ability to effectively interact with people at all levels of the organization
- Ability to present and communicate effectively with physicians and across levels of a health organization
- Demonstrated ability to build effective networks and relationships
- Demonstrated ability to lead by influence rather than authority
- Superior written and oral skills are required

Submission and Deadline

All Expressions of Interest with curriculum vitae and contact details should be sent to Ms. Annie Leung, Executive Assistant to the VP, Medical Affairs – PHC:

e-mail: aleung@providencehealth.bc.ca or mail to: Medical Affairs, St. Paul's Hospital, room 541-N, 5th floor – Burrard Building, 1081 Burrard Street, Vancouver, BC. V6Z 1Y6

This search will remain open until the end of June 2018, or until the position is filled and suitable candidates may be interviewed and considered prior to that date.