December 2022

Quality Improvement and Information Management Specialist

The Georgina Nurse Practitioner-Led Clinic (GNPLC) is seeking a **Quality Improvement and Information Management Specialist.** The GNPLC is one of 25 NPLCs in Ontario that is fully funded by the Ontario Ministry of Health to provide primary health care services in communities across the province. The GNPLC is committed to patient-centered care that is based on a self-management model that promotes a partnership between the patient and their care provider.

GNPLC is the lead organization for this exciting and collaborative initiative to advance the impact of data and performance measurement in the provision of accessible and comprehensive primary care. To support this initiative the Quality Improvement and Information Management Specialist (QIIMS) person will work collaboratively with our interdisciplinary team and across the following partner sites: Belleville NPLC, CMHA Durham, Emery Keelesdale NPLC, Georgian NPLC, HF Connecting Health NPLC, Huronia NPLC, Smith Falls NPLC and Peterborough 360 Degree NPLC.

Position Summary

Reporting directly to the Lead Administrator and working closely with a steering committee, the Quality Improvement and Information Management Specialist (QIIMS) is responsible for supporting the partner sites in their quality improvement planning, decision making and implementation activities. This includes reviewing data, 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 QIIMS will extract health information from one or more electronic medical records (EMRs) systems running in participating Nurse Practitioner-Led Clinics (NPLCs) and other data sources. The individual is also expected to participate in broader data harmonization initiatives and champion the use of data and performance analytics within and across Ontario's Nurse Practitioner-Led Clinics.

Key Areas of Responsibility and Duties

Supports Quality improvement capacity building:
- Supports the NPLC leadership and other stakeholders in the collection of quality improvement data
- 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.
- Extract data from all NPLCs to ensure all data being pulled in consistent manner to allow for data integrity and proper analysis.
- Communicate data quality issues to NPLC leadership in a timely and accurate manner

Improves data access and use:

- Identify gaps in data availability 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 each clinic quarterly and annually.
- Monitor and evaluate clinical information system functionality from a user and decision support perspective.

Develops effective working relationships and manages work independently:

- Visit each NPLC in their region at a minimum of twice a year and annual in person steering committee in person day.
- Create effective working relationships with the NPLC Quality Improvement steering committee and providers at multiple NPCL sites
- Collaborate with two other regional QIIMS serving the 25 NPCLs in Ontario to develop processes for data collection, extraction, and analytics to ensure consistency across the NPLCs
- 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 QIIMS activities

The above responsibilities are not to be considered all-inclusive; the QIIM Specialist position may be assigned other related duties in consultation with the steering committee.

Job Requirements
- Ability to travel within the community and the linked NPLCs

- Adhere to Occupational Health and Safety policies and procedures as per applicable legislation
- Adhere to all policies and procedures of the Georgina NPLC
- Ability to work flexible work hours

Physical Demands
- Majority of time will be spent working independently with data
- Moderate: The position requires minimal physical effort and the workday comprises roughly equal amounts of standing and sitting, with frequent position changes.
- Travel within NPLCs

Qualifications
- A university degree in a related discipline (Business Administration, Statistics, Health Sciences or Information Management) or equivalent education and experience (masters level preferred)
- 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
- 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
- Valid Ontario driver's license
- Excellent organizational and project management skills with attention to detail
- Strong applied knowledge of one or more EMR/EHR systems currently in use in Ontario
- Demonstrated proficiency in programming in a language used to extract data from EMR, eg. SQL is 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.
- CPIC criminal record check required

This is a full-time position.

Interested applicants should submit their resumes to:

Hiring Committee- QIIMS
c/o Bonnie Cheng, Lead Administrator
Georgina Nurse Practitioner-Led Clinic
21071 Dalton Road, PO Box 340
Sutton, ON L0E 1R0
Phone: 905-722-3251
www.gnplc.ca
info@gnplc.ca

Job posting will remain active until position is filled.