The Centre for Family Medicine

Family Health Team

is currently seeking a **HEALTH IT/APPLICATION DEVELOPMENT SPECIALIST**
to join the eHealth Centre of Excellence for a full-time contract position

Background Information

The Centre for Family Medicine (CFFM) Family Health Team is a well-established family health team providing primary health care and related services to residents in the Kitchener-Waterloo region. CFFM's eHealth Centre of Excellence works both at the system and local level to move eHealth initiatives in Waterloo Wellington forward. The eHealth Centre of Excellence was founded on a vision of creating a collaborative space to share knowledge and develop best practices and to enable technology to support improved clinical care.

Position Summary

The Health IT/Application Development Specialist will play a key role in the successful implementation and adoption of digital health technologies in the Waterloo Wellington LHIN. By applying an organized approach for the development, deployment and maintenance of various digital health projects, the Health IT/Application Development Specialist will support clinicians in a variety of settings in the community. The individual selected will need to build and support numerous stakeholder relationships, as a vital part of the change management mandate at the eHealth Centre of Excellence. This position will work to integrate quality based improvement activities into several eHealth Centre of Excellence programs.

Key Roles and Responsibilities:

- Provide information technology and workflow support to clinicians to optimize practice efficiencies.
- Work with the program team in the execution of work plans and activities to support project implementation.
- Provide support and guidance on various Electronic Medical Record (EMR) and other digital health technology issues and tool development.
- Make recommendations regarding a broad range of Quality Improvement initiatives, including the development of tools for future EMR enhancements.
- Facilitate meetings to direct/coordinate the program team, give direction on project work, and receive updates on project status.
- Be an active and visible coach to clinicians and stakeholders, create and enable reinforcement mechanisms and celebrations of successes.
- Work with organizations and the program team to create workflows and manage measurement systems to track adoption, utilization and proficiency of individual changes.
- Identify performance gaps, and work to develop and implement corrective actions.
- Apply a structured change management approach and methodology for the "people side of change," resulting from projects and change efforts.

- Incorporate adoption and change management strategies based on situational awareness of the details of the change and the groups being impacted.
- Conduct implementation activities, document lessons learned and present findings in a logical and easy-to-understand manner.
- Other duties as assigned.

Skills and Qualifications

- Post-secondary degree and/or college diploma (computer science/engineering or health informatics) with relevant experience
- A solid understanding of clinical processes (primary, acute and community Care) and knowledge and experience in EMR(s) is strongly preferred
- Programming experience with java/html/css/javascript code
- Excellent understanding of SQL concepts and query writing
- Familiarity with issues related to privacy, confidentiality, and data security
- Sound knowledge of the Software Development Lifecycle and Agile Methodologies
- Experience in health informatics and analytics is preferred
- Strong communication skills (written and oral)
- Ability to work effectively with a diverse group of clinical and non-clinical stakeholders in a professional and positive way
- Demonstrated problem solving, project management and organization skills
- Excellent active listening and interpersonal skills
- Strong attention to detail
- Change Management Professional designation is an asset
- Previous experience with enabling technologies and digital health within Ontario is an asset
- Human factors experience and interest in human factors principles is an asset
- Visual design experience and interest in human-centric design principles is an asset

If this position is of interest to you please send your cover letter and resume to: Human Resources at hr@family-medicine.ca

The Centre for Family Medicine Family Health team is a respectful and inclusive workplace. Upon individual request, hiring processes will be modified to remove barriers to accommodate those with disabilities. Should any applicant require accommodation through the application, interview or selection processes, please contact Human Resources at hr@family-medicine.ca for assistance.