



eHealth Centre of Excellence
is currently seeking a full-time (contract)
Evaluation Specialist - Benefits Realization for its System Coordinated Access Program Office

Program Overview:

In order to support the key priority of creating healthy communities by reducing wait times for specialist care, the Ministry of Health and Long-Term Care (MOHLTC) is providing funding to help make the innovative eReferral system in Waterloo Wellington available to patients across the province. The system coordinated access model out of WW LHIN improves access to services by assisting groups of healthcare organizations to leverage coordinated referral processes, standardize form development, centralize intake centres and deploy electronic referral.

The SCA Program office, based out of the eHealth Centre of Excellence in the WW LHIN, will use a delivery partner model to oversee both the expansion of coordinated access and the eReferral solution beginning with the orthopaedic pathway, into participating LHINs.

The SCA Program office assumes a provincial planning and coordination role to support participating LHINs and their delivery partners in eReferral expansion to enable local workflows. The SCA Program team will provide oversight and guidance to the local delivery partners by sharing common frameworks, influencing strategy at provincial and regional levels, advocating to the vendor on behalf of the delivery partners, and collaborating across LHINs to ensure implementation is consistent, meaningful, and adding value to clinicians and patients, while accounting for unique local requirements and needs.

The eHealth Centre of Excellence is based in Waterloo, ON and is a leader in the digital health space with a passion for improving the quality of patient care through the effective and innovative use of technology. We value and respect individuals; have an unwavering commitment to the communities we operate in and believe in patient-centre quality care.

Position Description:

As part of the System Coordinated Access (SCA) Program Office, the Evaluation Specialist reports to the SCA Benefits Realization Lead and assists in the evaluation of health information technologies in different health care settings, assessing the realization of benefits through different initiatives. The incumbent will engage with and support delivery partners and their stakeholders in assessing the realization of benefits within and across LHINs participating in the SCA Program. This position requires the candidate to be responsible for supporting the development and implementation of evaluation

plans, creating data collection tools, gathering and analyzing data and communicating results. This position involves the completion of best practice and clinical literature searches, data collection, data analysis, manuscript writing/submission, research ethics board application writing/submission, project writing and other duties as required to complete program deliverables. This position also plays a key role in supporting the work of the SCA Program Office and LHIN delivery partners from across the province.

Key Roles and Responsibilities:

- Collaborate with clinicians and clinical support staff, as well as delivery partners to ensure integration of benefits realization framework and evaluation model into local LHINs
- Develop case studies that examine specific experiences of clinic benefit within workflows across the LHINs, in order to inform change management and adoption frameworks and implementation plans
- Prepare presentations, papers, reports, abstracts and articles
- Design and conduct quantitative and/or qualitative analyses for the development of reports and studies
- Conduct environmental scans and literature reviews to identify key stakeholders and trends and developments areas related to coordinated access and eReferral
- Support Benefits Realization Lead with respect to research and third-party evaluation
- Support the development and implementation of local evaluation plans, creating data collection tools, gathering and analyzing data, and communicating results
- Collect, collate and analyzing data and indicators from across the delivery partners to develop reports for the Ministry of Health and Long-Term Care, and other reports as required
- Developing and implementing evaluation plans to assess organizational, clinical and system-level outcomes from the implementation of health information technologies in different health care settings
- Contribute to the evaluation design and refinement of ensure relevant methods are applied and all research material is handled in accordance with the established SCA protocols, policies and procedures
- Other duties as assigned

Experience, Skills & Qualifications:

- Undergraduate Degree in Health care related field of study, Master's degree preferred
- Minimum 5 years' experience in a health care related field
- Preferred Health Informatics designation from Professional college or body (eg. CPHIMS-CA)
- Experience with preparing reports and ensuring quality of reports and data
- Experience participating in planning and strategy, working on projects related to health informatics, and implementation planning initiatives
- Business modeling and analytical skills
- Demonstrated experience conducting quantitative research analysis: applying quantitative methodologies; coding and cleaning data; analyzing and reporting on data.
- Demonstrated experience using statistical/qualitative research software programs such as SAS, SPSS, MS Excel, NVivo and/or others.
- In-depth knowledge and experience applying qualitative and quantitative research methods
- Experience working at a provincial LHIN level considered an asset

- Experience with writing proposals, ethics applications and preparing material for publication
- Demonstrated experience quickly building and maintaining effective and productive working relationships in complex, multi-stakeholder healthcare environments
- Demonstrated experience in resolving conflict and successfully building consensus
- Demonstrated experience organizing and maintaining effective project documentation
- Demonstrated experience working in cross functional project teams
- Exceptional analytical and problem-solving skills
- Ability to work in a diverse and fluid working environment recognizing that different opinions and backgrounds can bring strength to the tasks at hand
- Ability to interpret and explain research techniques, methods and results in plain language across diverse audiences and decision-makers
- Demonstrated ability to attend work on a regular basis
- Ability to travel on a regular basis throughout Ontario

If this position is of interest to you, please send your cover letter and resume by **August 28th, 2017** to Human Resources at hr@family-medicine.ca.

We thank all interested applicants; however, due to the volume of resumes we receive only those selected for an interview will be contacted.

The CFFM Care Innovations 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.