



eHealth Centre of Excellence
is currently seeking a Full Time (Contract)
Adoption and Change Management Specialist, Lead for its Connecting South West Ontario

Program Overview:

The eHealth Centre of Excellence strives to work at both the provincial and local level to move eHealth initiatives in Waterloo Wellington forward. The centre's founding vision is one of innovation and partnership: to create a collaborative space in which to share knowledge, develop best practices and enable technology to support improved clinical care. Critical to the success of eHealth initiatives is working with system partners to support priorities that ensure the best care for the residents of Waterloo Wellington.

Position Description:

The Adoption and Change Management Specialist plays a key role in the successful implementation and adoption of the cSWO EHR Program. By applying a structured change management approach and methodology, the Adoption and Change Management Specialist will conduct implementation activities to support the HSP's as they work to apply the standards and policies of the cSWO EHR Program in to organization's business processes. This position will work with the Program Team to integrate change management and adoption activities into the overall Program plan. In the Lead position, this Specialist will support the cSWO Adoption and Change Management team, developing strategies and tactics to meet defined deployment targets and driving meaningful use of the EHR.

Key Roles and Responsibilities:

- Collaboratively develop an integrated strategy to accomplish provincial EHR outcomes, which addresses the needs of the SWO public and Health Service Providers
- Lead the development of specific tactics to support the defined strategy to drive meaningful use and meet EHR outcomes
- Lead the team of Adoption and Change Management Specialists in the execution of the developed strategy
- Apply a structured change management approach and methodology for the people side of change caused by projects and change efforts.
- Audit and report on a Program Delivery Partner's adoption and application of all business and technical standards in their delivery of cSWO EHR services
- Ensure alignment of change management activities across Program Delivery Partners and participating Health Service Providers, to smooth the adoption process and contribute to problem solving which inhibits successful implementation
- Support the enrolment of Health Service Providers into the cSWO EHR program

- Incorporate adoption and change management strategy based on a situational awareness of the details of the change and the groups being impacted by the change.
- Conduct implementation activities, document lessons learned and present findings in a logical and easy-to-understand manner.
- Be an active and visible coach to clinical leaders who are change sponsors.
- Work with organizations to create workflows, manage measurement systems to track adoption, utilization and proficiency of individual changes.
- Identify resistance and performance gaps, and work to develop and implement corrective actions
- Create and enable reinforcement mechanisms and celebrations of success.
- Work with Program Team in the execution of project plans and activities to support project implementation.
- Other duties as assigned

Experience, Skills & Qualifications:

- Minimum of 8 years of experience in a similar capacity leading the development and implementation of change initiatives
- A solid understanding of clinical processes
- Previous experience with primary health care and eHealth in Ontario an asset
- Experience with projects that span multiple organizations- Strong communication skills (written and oral)
- Able to work effectively with a diverse group of clinical and non-clinical stakeholders in diverse organizations.
- Excellent active listening and interpersonal skills.
- Strong ability to pay attention to detail
- Experience in the Waterloo Wellington LHIN an asset
- Previous change management experience in health care
- Change Management Professional designation
- Registered health care professional preferred

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

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.

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