

CE Regional Outpatient & Ancillary Lead

Company Biography:

The Central East Regional Clinical Information System (CIS) is on a transformation journey to implement a shared, regional Epic CIS solution as well as a number of regional third party applications by December 2021. This is comprised of 7 partner hospital organizations of the Central East Ontario that will support excellent patient care and transform health care for the 1.5 million people served at our 13 hospital sites. Partner hospital organizations include Campbellford Memorial Hospital, Lakeridge Health, Northumberland Hills Hospital, Peterborough Regional Health Centre, Haliburton Highland Health Services, Ross Memorial Hospital and Scarborough Health Network. This role will be part of the CE Regional Operations Team and will provide ongoing operational support to the 7 Central East hospital organizations. The CE Regional Operations Team will be guided and governed by the Scarborough Health Network administrative organization.

Position Overview:

The Outpatient & Ancillary Lead is a Management position, under the direction of the Regional Lead, who will oversee a group of Epic application areas including analysts/trainers and are accountable for integrated management of those application areas and performance of the team members they direct. It is expected that the successful candidate will transition into this role post implementation, in and around late February 2022. The position will be based out of the Neilson Regional Office, however flexible working arrangements can be explored with short listed candidates.

Outpatient & Ancillary applications include: Ambulatory, Beacon, Cupid, Beaker, Radiant, Lumens, and the respective Principal trainers under these applications.

Requirements:

- Leadership experience in health care setting
- Knowledge and experience with health care IT systems and processes
- Minimum 10 years of experience with Clinical Information Systems, Electronic Medical Records or other health care system operations
- Previous leadership experience in health care or hospital settings
- Experience managing multidisciplinary teams of 10-25 individuals
- Project Management experience
- Epic Certification is an asset but not mandatory
- Some travel may be required to the Neilson Regional Office or to Central East hospitals

Responsibilities:

- Provide integrated oversight and leadership for applications and the analysts who support those applications
- Manage escalations and communications from local WG members to allow for faster and more effective decision-making
- Guide application teams to prioritize between optimization and maintenance activities
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- Support staffing and capacity planning in order to best meet service levels and manage budget/costs
- Manage vendor relationships and escalate challenges as required
- Escalate potential work stream related operational risks to the Regional Lead and help develop and execute mitigation strategies
- Ensure compliance with any requirements from Change Advisory Board

Accommodation Statement:

Scarborough Health Network (SHN) embraces and celebrates our community's unique multicultural heritage and diversity. SHN is an equal opportunity employer, dedicated to a culture of inclusiveness and diversity reflecting our diverse patients, staff and community alike. We are committed to providing barrier-free and accessible employment practices in compliance with the Accessibility for Ontarians with Disabilities Act (AODA). Should you require accommodation through any stage of the recruitment process, please make them known when contacted and we will work with you to meet your needs.