



Job Posting

Position Title: Health Information Specialist

Job Posting Deadline for Internal Candidates: February 27th at 5:00pm

Employment Status: Full Time Permanent

Hours of Work: Monday to Friday, 35 Hours per week

Salary Range: Annualized salary range \$65,000 - \$72,000 commensurate on skills and experience, plus participation in HOOPP.

Position Reports to: Senior Manager, Integrated Care and Experience

Primary work location: Oshawa (with flexibility to work in other sites as required: North Oshawa and Pickering).

Organization

Durham Community Health Centre (DCHC) is a registered, charitable organization that provides integrated, accessible, and equitable community-based primary care, wellness services, and health education to Durham community members who face multiple barriers to their health and well-being.

DCHC also provides equity-based programs and services that focus on priority populations such as Indigenous, Black, the 2SLGBTQI Community, Newcomers to Canada, Seniors, and Unattached patients (i.e., those without a family doctor), to name a few. DCHC ensures Durham community members receive not only sick care, but preventive care as well.

At DCHC, we are a team-based interprofessional group of staff including physicians, nurse practitioners, nurses, counselors, dietitians, outreach workers, medical secretaries, and other administrative staff. We always place every client at the centre of our approach to care, based on their needs. We address these needs through integrated clinical and wellness care and health education.

It's an exciting time to be joining DCHC, while we are embarking on an energizing path with a focus on making our biggest impact yet on local health care by diversifying, expanding, and leveraging our Strategic Plan, Theory of Change, Brand, Client Stories and Resources.

DCHC's 2023 – 2026 Strategic Goals

- Drive Program and Service Integration and Client Experience Across All that DCHC Does
- Evolve Program Offerings to Improve Health Equity and Meet the Needs of DCHC's Priority Populations
- Establish DCHC as a System Advocate and Champion for Equity
- Enhance DCHC's Brand and Awareness Across Durham Region
- Become an Employer of Choice with a Focus on Recruitment, Retention, and Development



Position Overview

DCHC is seeking an energetic, detail-oriented, organized, and process-driven individual to join the Client Experience and Decision Support Team to support our multi-site organization in the Durham Region.

Reporting to the Senior Manager, Integrated Care and Experience, the Health Information Specialist will work collaboratively with the Lead, Client Experience and Decision Support to refine the experience of community-based health and wellness services through the provision of information, analysis, quality improvement and business intelligence to support DCHC in achieving its strategic goals and improving client care and outcomes. The successful incumbent will possess a strong work ethic and a passion for improving client care and advancing the health system through healthcare analytics and informatics and will leverage their strong technical, analytical, and communication skills in this role.

The Health Information Specialist will contribute to the development of key performance indicators (KPIs) and will support the Lead, Client Experience and Decision Support in the development and maintenance of an indicator library and data dictionary that will standardize measures and processes for collecting and reporting data from various sources. The specialist should possess strong skills in data analysis and reporting and will be required to extract data and prepare the associated reports.

This role will contribute to DCHC's enterprise-wide Quality and Performance Improvement activities and will facilitate the achievement of quality and performance targets through data standardization and extraction, information production, quality improvement and ongoing analysis. The specialist will support service providers and point-of-care staff by providing coordination, education, and guidance in the application of evidence-based practices, approaches, and tools.

The Health Information Specialist will provide coordination and support for all privacy and information handling practices, and related activities and processes. In addition, this position will contribute to organizational alignment with the Freedom of Information and Personal Privacy Act (FIPPA), Personal Health Information Protection Act (PHIPA), Personal Information Protection and Electronic Documents Act (PIPEDA) and will contribute to the update of related corporate operational policies and procedures as required.

Key Responsibilities

- Analyze, interpret, consult, and make recommendations on information and data to support strategic evidence-based decision-making and data storytelling.
- Extract, transform, and analyze complex information from database servers and clinical systems. Provide analytical expertise related to a variety of projects including strategy, business cases, quality improvement, performance, funding, research, evaluation etc.
- Design, develop, and implement strategic scorecards, dashboards, forecasting tools, reports, and performance measures using expert technical/programming knowledge and leveraging business intelligence tools, where appropriate.
- Support the creation and maintenance of an indicator library and data dictionary ensuring standardization of measures and standard operating procedures.



- Act as a data steward and contribute to data literacy in the organization by providing expert advice and education to end-users and management team regarding health system data sources, emerging initiatives, requirements, and methodologies, including data interpretation. This includes facilitating training on the effective use of the organization's EMR.
- Support Senior Manager IC&E in establishing a culture of accountability and performance within DCHC by delivering training, coaching, and advice to IC&E management and IC&E team members to ensure quality is understood and embedded within DCHC culture.
- Support the IC&E management team in preparing performance reports to assist in the monitoring, analyzing, and tracking of key performance indicators including specific analyses, and the identification of opportunities to improve performance that can enable DCHC to meet or increase its impact measures.
- Support relevant stakeholder quality improvement and performance activities, including coordinating and documenting meetings, agendas, work plans, and deliverables, and facilitating discussions as required.
- Support the 'Release of Information' process, including assisting in obtaining and preparing records, reviewing content, and identifying and escalating corporate risk, as required.
- Coordinates DCHC's privacy program to ensure compliance with policies and procedures, contractual obligations, applicable legislation, and best practices.
- Supports the advancement of a 'privacy by design' philosophy throughout the organization and builds privacy acumen across the organization.
- Works collaboratively with members of the Client Experience and Decision support team to design, review, and analyze quality improvement reports and dashboards developed.
- Support the Senior Manager IC&E on review of compliance issues to identify quality improvement needs and complete internal audits, as needed.

Required Qualifications

- Undergraduate Degree in an applicable field (Health Informatics, Biostatistics, Epidemiology, Public Health, Statistics, Math, Computer Science, Science, etc.). A Master's Degree (completed) in a related discipline is an asset.
- Minimum One (1) year of relevant experience in decision support, information systems or data management preferably in a hospital, community-based healthcare setting, or community not-for-profit environment.
- Previous auditing and risk assessment experience is considered an asset.
- Working knowledge of database design, data management theory, and processes
- Strong technical skills related to working with large data sets.
- Experience using database programs including fluency in the knowledge of EMRs such as Practice Solutions Suite (PSS), Oscar Pro, etc.
- Experience with database report-writing tools such as Power BI, Crystal Reports, Cognos, JReport, SAS, Access, and SQL.
- Demonstrated ability to manipulate and analyze data using various software tools and to present information and express complex ideas clearly in an easily understood user-friendly manner to a target audience (non-technical).



- Strong project management skills, including prioritizing and managing multiple projects with complex demands and short timelines. PMP an asset
- Strong communicator with strength in presentation preparation
- Excellent problem recognition skills and ability to proactively achieve resolutions.
- Demonstrated attention to detail in day-to-day work with a focus on quality of work, accuracy, and customer service.
- Advanced proficiency with Microsoft Excel and fluency with other Microsoft Office applications such as Word, Outlook, PowerPoint, Project, and SharePoint
- Must be able to function with a high degree of independence and initiative.
- Demonstrated understanding of and commitment to Durham CHC's mission, vision, and values
- Valid "G" Ontario driver's license and unlimited use of a vehicle

Full vaccination against COVID-19 is mandatory for this position (DCHC CHC will however adhere to its duty to accommodate those who are unable to be fully vaccinated for a reason related to a human rights protected ground).

Application Process:

- If you are interested in being considered for this position, please submit a cover letter and resume outlining your qualifications and expectations by email to recruiting@durhamchc.ca. This position will remain posted until filled.
- While we thank all applicants for their interest in applying, only those qualified and considered for an interview will be contacted. All applicant submissions will be kept on file for six months, for future consideration.
- All applicants are encouraged to provide a valid email address for communication purposes. Applicants may receive written correspondence regarding this job posting directly to the email address provided on their resume. As an applicant, it is your responsibility to ensure that you check your email regularly.
- All positions are subject to the successful completion of the following pre-employment conditions for all external hires: Reference Checks; and Criminal Background checks (including Vulnerable Sector Screening).

Durham Community Health Centre is committed to complying with all applicable standards as set out in the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), the provisions of the Ontario Human Rights Code, and any other applicable legislation. Accessibility: If you have accessibility needs and require alternate formats or other accommodations, please contact Human Resources at 905-723-0036, or by email to recruiting@durhamchc.ca. **Durham Community Health Centre, and staff are dedicated to creating an inclusive environment that welcomes diversity.**