



ASSOCIATE CHIEF MEDICAL INFORMATION OFFICER (ACMIO) Posted Open Until Filled

INTRODUCTION:

Fraser Health is responsible for the delivery of hospital and community-based health services to over 1.8 million people in 20 diverse communities. Advance is Fraser Health's largest multi-year program, which seeks to improve the way Fraser Health delivers care, and the way patients experience care for better outcomes. The project focuses on re-imagining the clinical workflows, enabled by the new Meditech Expanse platform and will impact over 30,000 staff and clinicians.

If you are looking to work within a program with highly skilled colleagues, making a difference in healthcare and patient outcomes, then this is your opportunity. This challenging and rewarding experience will demand your best and allow you to grow and contribute in a meaningful way to the success of the program, and to the community at large. Be part of the team that innovates the future of health care.

ROLE: Associate Chief Medical Information Officer (ACMIO) for local sites

PURPOSE:

The Associate Chief Medical Information Officer (ACMIO) will be the local site representative for the Chief Medical Information Office (CMIO). The ACMIO provides a critical role ensuring that the perspectives and needs at the local level are understood and considered within the context of the overall Fraser Health clinical environment. This role will provide strategic and operational medical leadership to clinical planning, implementation and sustainment within the Advance Program and associated digital and technology related activities and projects. As a champion for the clinical transformation, the ACMIO will be responsible for engaging and fostering relationships across the site, working closely with providers, clinicians, program leaders and staff.

This role provides an opportunity for leaders who are excelling in their current role to expand upon their knowledge and skills to learn how to lead change, inspire and motivate others and progress in their career as a leader in health care.

REPORTING:

The Associate CMIO will report to the CMIO and work as a team with the other site ACMIO's. The ACMIO will serve within appropriate supporting committees related to the Program, and Fraser Health Authority (FHA). The ACMIO will also have a close working relationship with the local Medical Staff Association (MSA) executive, and the local Site Medical Director (SMD). As this role builds on existing skills and activities performed by potential candidates, this is a part time role and the expected working hours vary by site. Please refer to the table at the end of this document for site specific FTEs.

ROLES AND RESPONSIBILITIES

Lead and advocate for FHA wide transformational programs

Based on established transformational programs which provide benefit to Fraser Health and its providers, clinicians and staff in delivering patient care, this role will provide leadership and advocacy by:

- Championing and articulating the vision and benefits associated with large-scale transformation initiatives enabled by technology such as Advance (clinical information system), FESR, eMEDREC
- Understanding and actively promoting advanced information technology initiatives, and the overall health modernization in Fraser Health.
- Being a positive role model and setting the example for adaptiveness and resiliency
- Creating an environment of trust and respect through transparency
- Demonstrating a high level of enthusiasm and commitment to the program's vision and path even under difficult or adverse situations and encouraging others to respond similarly
- Actively participating in various committees and working groups to support and help inform the needs of the local physician and provider needs. (e.g. Advance Provider Advisory Committee (PAC), and/or Advance – Clinical Advisory Group (CAG))

Translate Strategy into Action

Ability to understand the longer-term strategic view while making progress against shorter-term operational advancements. Recognize that program and project outcomes represent the beginning of change and that ongoing sustainment and continuous improvement is where benefits are most realized. This role will:

- Have an understanding of the value and projected direction of technology and how advancements can positively impact FHA, providers, staff and patient care.
- Assist in defining and articulating strategic imperatives by connecting organizational needs to increased value and patient outcomes through technology enabled solutions.
- Promote a culture of resiliency and continuous improvement that keeps the organization relevant and agile.
- Have the ability to translate strategic intent into specific actions relative to audience. Considers individual motivations and perspectives to make changes a reality. Uses storytelling to create a vision for the future at the operational level.
- Facilitate a collaborative environment and organizational alignment across FHA, while bringing a site perspective
- Be able to explain the context of multiple, complex interrelated situations.

Provide Site Knowledge & Expertise

Provide specific site knowledge and expertise within the overall FHA construct. Procure support and understanding for local requirements where needed and able to explain complex concepts and practices in a way that resonates with local site, providers, clinicians, and staff.

- Participates and helps inform the plans and associated benefits related to new technology solutions and upcoming health IT projects. Provides the clinical and business needs / requirements of the local medical and provider stakeholder groups to help inform the technology and digital planning and implementation. For example, this may include input on clinical workflows, data requirements and specialist content.
- Represents and engages the local medical and provider stakeholders in digital and technology related activities and projects such as Advance, FESR, eMEDREC, Secure Messaging etc...
- Supports and participates in leading practices related to operational system downtimes to provide insights and guidance in the planning and communication;

- Acts as the local site Organizational Change Management (OCM) sponsor in partnership with local operations leaders as a Dyad.
- Guides and advises site departmental initiatives to support and ensure quality delivery of the Advance program and related initiatives. Participates in assigned implementation planning and working groups to ensure department and physician readiness leading to, during, and beyond activation.

Build Strategic Relationships

Maintain and form alliances, partnerships and relationships with leaders, stakeholders and decision makers. Build strategic relationships and collaborate in generating mutually beneficial long-term opportunities and achieving win-win outcomes. Represent the site on strategic issues impacting clinical operations relative to the current programs and associated initiatives. Specifically:

- Creates a site level coalition for change to help springboard the adoption of new technologies and practices
- Collaborates within the CMIO and its members, the program and associated initiatives and across FHA. Seeking to find commonalities and shared purpose while effectively addressing differences
- Develops a strong collaborative relationship with the CMIO and the Site Medical Directors and Medical Staff Association (MSA)'s, and together provide clinical leadership to support large-scale transformation initiatives like Advance.
- Observes the guideline set in the *Memorandum of Understanding – Introduction of EHRs in Health Authority Facilities signed by the Ministry of Health, Health Authorities, and Doctors of BC, April 2019*.
- Helps to facilitate the alignment of various communication and change management activities across local sites creating “one vision, many voices”.

Inspires, Motivates and Educates

A key responsibility for the ACMIO will be to inspire, motivate and educate others. In order to do this effectively, it is expected that the ACMIO be an articulate and effective communicator. Being able to lead discussions with senior leaders and partners in ways that support transformative programs and decision-making at the site level and program level.

- Champions and provides physician leadership associated with large-scale transformation initiatives enabled by technology solutions. Participates in and helps coordinate the executive Organization Change Management (OCM) coaching sessions.
- Supports training to providers related to information technology initiatives and projects, and becomes a super-user of the technology and associated work process. Helps monitor users’ experiences at the site, and helps coordinate solutions to address and improve users’ experiences.
- Acts as both an educator and advocate for physicians within the inpatient and outpatient setting
- Nurtures physician and clinician engagement, facilitates local conflict resolution, and maintains a professional approach at all times.
- Identifies and contributes to the sharing of site lessons learned with other ACMIOs and the program so everyone benefits from each other’s experience.
- Establishes a growth mindset, that inspires individuals to gain knowledge and skills required for change
- Demonstrates emotional intelligence through skilled conversation & communication
- Encourages others to learn and embrace new ways of doing things
- Builds resiliency by building change as a capability in leaders
- Provides support, coaching and encouragement to formal leadership or influencers of change
- Inspires passion and motivation to achieve goals

IDEAL CANDIDATE (CORE SKILLS & EXPERIENCE)

You are recognized by your peers, colleagues and those who work for you and with you as an adaptive leader. You can be both resolute and flexible, with the ability to react strategically to environmental shifts. Your perspective is balanced, being able to see the bigger picture and benefits while grounded in the realities of the day to day. Individuals look to you to help distinguish what is important and how to best focus their efforts.

You are calm and measured, and seek understanding through curiosity. You use your critical thinking and problem solving skills to consider different perspectives and ideas before assessing and determining a plan of action. You are an expert communicator and able to effectively articulate and promote vision to frontline physicians and clinicians about clinical informatics and its ability to improve quality and safe patient care.

You have the ability to gain consensus in alignment with and in consideration of specific project schedules and timelines while effectively managing risk. Your strong organizational skills and ability to prioritize both strategic and operational initiatives have allowed you to be successful in times of stress and uncertainty. Others see you as a masterful collaborator who has built a strong network of committed and motivated clinical informatics physicians.

You are a skilled manager who is comfortable with making effective decisions and have inspired confidence from others in your ability as a leader. You inspire and motivate others to bring out the best in everyone. You are known as a trusted advisor, a confidante, a coach, a mentor and an educator.

You understand the importance of keeping pace with change to address the ever evolving and complexities of health issues facing our patient population. You appreciate the benefits that can be gained through effective use of technology and tools as you have had experience in articulating clinical needs and facilitating effective clinical system design that addresses prescriber needs with patient outcomes always at the forefront. Your knowledge of clinical workflows and processes as well as understanding clinical and physician motivations have helped you to practice and hone your use of effective change management tactics for incorporating informatics tools and techniques into the clinical practice.

QUALIFICATIONS:

To join our team, we will look for you to have:

- Physician licensed to practice in British Columbia.
- Eligible for appointment as a member of the local site(s).
- A minimum of 5 years medical leadership experience or equivalent.
- Strong understanding of clinical workflows across the care continuum.
- Understanding of clinical information systems and other ancillary solutions is an asset.
- Experience with clinical informatics or digital technology in healthcare is an asset.
- Interest in development of leadership expertise.

APPOINTMENT AND TERM RENEWAL:

The ACMIO will provide services to FHA during their term; this agreement will be reviewed and renewed as recommended by the CMIO. The current term is April 1, 2022 to March 31, 2024.

We are currently recruiting for 11 sites and a mix of FTEs. For a complete list of site and FTEs, please review the table provided below. At the time of application, please indicate site of interest and submit your CV and Cover Letter to Physician Recruiter, Fatima Beatty Fatima.beatty@fraserhealth.ca

SITE	FTE
ABBOTSFORD	0.2
MISSION	0.1
PEACE ARCH	0.15
RIDGE MEADOWS	0.1
ROYAL COLUMBIAN + Queens Park	0.25
SURREY + Jim Pattison	0.25