

Virtual Health

ASSOCIATE CHIEF MEDICAL INFORMATION OFFICER (ACMIO) Fraser Health Authority

British Columbia, Canada



Fraser Health's Virtual First vision refers to a care model where care is accessed first virtually, and then in-person care is made available as needed. This approach integrates virtual care delivery models into a comprehensive healthcare using virtual care design, incentives, and advocacy to encourage member use of virtual care before accessing a brick-and-mortar facility. This approach streamlines workflows for employees across the healthcare system spectrum and provides high-quality medical care and optimal patient experience in any care setting. It's an exciting new phase in healthcare delivery, with its full potential being realized as technology advances, including implementation of the Meditech Advance program.

This is an excellent opportunity to work within the Virtual Health program with highly skilled colleagues, making a difference in healthcare and patient outcomes. 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.

PURPOSE:

The Virtual Health Associate Chief Medical Information Officer (ACMIO) will be the regional Virtual Health representative reporting to the Chief Medical Information Office (CMIO). The Virtual Health ACMIO provides a critical role ensuring that the perspectives and needs of the medical staff at the local and regional 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 Virtual Health program and associated virtual health related activities and projects. As a champion for the clinical transformation, the ACMIO will be responsible for engaging and fostering relationships across the region in collaboration with the regional and site Medical leadership.

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 Virtual Health Associate CMIO will report to the CMIO and work as a team with the other ACMIO's and sponsoring medical leaders. The ACMIO will serve within appropriate supporting committees related to the Virtual Health Program, and Fraser Health Authority (FHA). The ACMIO will also have a close working relationship with the regional medical program leaders. As this role builds on existing skills and activities performed by potential candidates, this is a



part time role, and the expected working hours will be set in collaboration with the Virtual Health leadership. Please refer to the table at the end of this document for site specific FTEs.

ROLES AND RESPONSIBILITIES

Highlights

Model of Care and Strategy:

- Provide medical leadership and involved in strategizing and scoping the clinical and medical governance for a future regional virtual hospital program and defining and approving the criteria for future units.
- Assist with model of care planning, specifically tied to the medical provider model.
- Assist in defining where virtual care is appropriate across the continuum of care and defining patient populations, by engaging appropriate subject matter experts across specialties.

Physician Relationships and Leadership:

- Leverage relationships with physicians for the broader mission.
- Implement medical governance infrastructure, i.e., medical advisory group.
- Recommend physician leaders to inform and guide initiatives.
- Identify and grow physician leads for future units and the Virtual Hospital Practice Council.

Change Management and Communication:

- Act as a visible and active change agent, demonstrating and promoting how virtual health aligns with and supports the organization.
- Communicate change messages and regularly connect via physician communication venues (newsletter, town halls, medical staff association, etc.).

Representation

- Represent the Fraser Health physician perspective at the provincial, national, and international virtual health working groups, i.e., Hospital at Home and Virtual Urgent Care.

Team Meetings and Accountability:

- Attend regular meetings including with Virtual Hospital Core Planning Team.
- Share final accountability for virtual hospital with core team and co-sponsors.
- Involves in post go-live sustainment and continuous improvement efforts.

Lead and advocate for FHA wide advancement of virtual care

This role will provide leadership and advocacy by:

- Championing and articulating the vision and benefits associated with Virtual Health program and initiatives.

- 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.

Translate Strategy into Action

Ability to understand the longer-term strategic view while making progress against shorter-term operational advancements. Recognize that virtual health 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:

- Understand 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.
- 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
- Ability to explain the context of multiple, complex interrelated situations.

Provide Virtual Health Knowledge & Expertise

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

- Participates and helps inform the plans and associated benefits related to new technology solutions and upcoming virtual health IT projects. Partners with the local and regional medical stakeholders to provide the clinical and business needs / requirements of the 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.
- Acts as an Organizational Change Management (OCM) sponsor in partnership with Virtual Health program director(s) as a Dyad.
- Guides and advises site departmental initiatives to support and ensure quality delivery of the Virtual Hospital service and site-based units. 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.

- Creates a coalition for change to help springboard the adoption of new technologies and practices.
- Collaborates within the CMIO portfolio and its members and other medical programs and associated initiatives and across FHA. Seeking to find commonalities and shared purpose while effectively addressing differences.
- 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. 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 always maintains a professional approach.
- 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 and 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 influences 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 can 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 Virtual Health ACMIO will provide services to FHA during their term. The current term is May 1, 2024, to March 31, 2026.

The ACMIO-VH is expected to work at 0.3FTE (on average approximately 11.25hrs/week). The compensation is based on Fraser Health Medical Leadership pay level.

Interested candidates may submit a letter of interest and CV to medicalstaffrecruitment@fraserhealth.ca

Fraser Health values diversity in the work force and strives to maintain an environment of Respect, Caring & Trust. Fraser Health's hiring practices aspire to ensure all individuals are treated in an inclusive, equitable and culturally safe manner.

