

Position Title: Chief Medical Information Officer (CMIO)
Position Status: Contract – 0.5 FTE – 24 Months – Hybrid
Compensation: \$90,000 per annum
Posting No.: 25-13
Posting Date: January 22, 2025

About the Position

The position reports to Chief of Staff. The CMIO will also provide strategic updates to the President & CEO, Senior Leadership Team, and the Medical Advisor Committee at both Norfolk General Hospital (NGH) and West Haldimand General Hospital (WHGH).

In this highly strategic role, the CMIO will be responsible for leading and advancing the practice of clinical informatics at NGH and WHGH. As a physician member of the Professional Staff, the CMIO will support the delivery of safe, high quality, highly accountable and efficient patient care through the effective application of information and information technologies. As a trusted advisor and collaborator, the CMIO will be responsible for thought leadership in the realm of clinically effective use of clinical information system(s).

The Chief Medical Information Officer will act primarily as a catalyst in championing the implementation of the Epic Electronic Health Record (EHR) platform across NGH and WHGH. Working closely with THE Chief of Staff, Information Technology leadership and within the EHR Steering Committee (to be established), the CMIO will seek innovative solutions that impact the delivery of clinical care throughout both NGH and WHGH, with focus on achieving increased efficiency and improved patient safety and quality.

Secondarily, the CMIO will review proposed IT initiatives in terms of their impact on clinicians at both sites, working closely with IT staff, physicians and senior leadership, while being sensitive to organizational priorities and fiscal impacts. The CMIO will work with the Hospitals' advanced clinical systems team, senior leadership, clinical chiefs as well as regional partners and peers.

SPECIFIC RESPONSIBILITIES

- Provide leadership for the development, implementation and adoption of clinical information and technology supports, specifically the new EPIC EHR implementation project, technology adoption, and patient reporting strategies.
- Collaborate with a range of stakeholders, within and beyond NGH and WHGH (such as OHTs), ensuring effective health system engagement, and the development and sustainability of regional partners.
- Promote regular and ongoing opportunities for all physicians to provide feedback on functionality within the EHR.
- Work collaboratively with leadership and clinical teams throughout the organizations.
- Work closely with IT staff and stakeholders at both sites, advising and assisting with problem-solving during EHR development and execution.
- Have the ability to be a persuasive, credible, and polished communicator with excellent interpersonal and project skills.
- Represent medical staff's requirements as they relate to the design and implementation of the EHR, ensuring their needs are met.
- Participate in regular EHR Steering Committee meetings.
- Promote the use of data analytics to improve clinical outcomes and operational efficiency.
- Disseminate information regarding IT initiatives and/or changes to the medical staff.
- Liaise with clinical and operational leadership in order to keep them informed of ongoing initiatives and achieve buy-in.
- Work closely with the NGH and WHGH teams, partner organizations, and Epic on change management strategies.
- Serve as a liaison between clinical teams, IT experts and Senior Leadership, facilitating effective collaboration amongst groups with different priorities.
- Provide leadership, direction and guidance to the medical staff regarding the Epic migration.

- Ensure the Medical Advisory Committees (MACs) are continuously engaged, solicited for feedback, and provided with guidance and updates regarding the EHR migration plan roll-out.
- Ensure the voice of the medical staff is captured by the project team (EHR Steering Committee).

Skills and Qualifications:

- Licensed by the College of Physicians and Surgeons of Ontario (CPSO) and a member in good standing.
- Minimum 5 years position-related experience required.
- Current member of, or willing to become credentialed staff, at NGH and/or WHGH.
- Extensive knowledge of clinical informatics with the ability to oversee informatics initiatives.
- Outstanding management, leadership, and people skills (including excellent communication, relationship building, diplomacy, conflict resolution, advanced planning, analytical, problem-solving, and organizational skills).
- Demonstrated ability to manage high demand, competing and changing corporate programs and priorities.
- Deep knowledge of EPIC EHR functionality & features are an asset.
- Prior experience building an informatics strategy is an asset.
- Prior experience in clinical workflow analysis, process redesign, and quality improvement.
- Deep understanding of change management and how to drive consensus.
- A passion for continuing to improve healthcare IT, making it more intuitive and less time-consuming for clinicians.
- Ability to forge strong, long-lasting relationships throughout multiple levels across NGH and WHGH.
- Ability to broker optimal solutions in the face of varying and contrary opinions.
- The ability to confidently present information at various leadership levels across NGH and WHGH.
- A track record of listening to and working with colleagues at all levels to produce positive change, with a preferred history of successful work improving healthcare safety and quality.

About Us

Located in Simcoe, Ontario, **Norfolk General Hospital** provides exceptional healthcare to a municipality of approximately 70,000 people. Our area of focus provides a continuum of service throughout the life span of the people we serve including Emergency, Critical Care, Obstetrics, Medicine, Surgery, and Complex Continuing Care. Employing approximately 700 highly skilled and dedicated employees, Norfolk General Hospital is a full service, 120-bed hospital with 24/7 on-call coverage of Specialists in Surgery, Anesthesia, Internal Medicine, and Obstetrics as well as on-site 24-hour per day medical coverage.

The **Norfolk Hospital Nursing Home** is an 80 bed, publicly owned, non-profit facility opened in 1975. A member of the OANHSS, NHH is fully accredited by Accreditation Canada and operated under the direction of a 10-member community Board of Trustees.

The **West Haldimand General Hospital** is a rural community hospital in the town of Hagersville, southwestern Ontario, which provides basic hospital and health care services to the people of Hagersville, Caledonia, Jarvis, Townsend, Cayuga, Fisherville, Selkirk, Nanticoke, the Six Nations of the Grand River Reserve and the Mississauga the New Credit First Nation Reserve.

A great team, an exceptional environment, professional growth...these qualities make NGH a great place!

How to Apply

Interested applicants are invited to apply in confidence by submitting a cover letter and updated resume referring to posting number 25-13 to the Human Resources Department at ngghr@ngh.on.ca by February 5, 2025 by 12:00pm EST, or to: Human Resources Department, Norfolk General Hospital, 365 West Street, Simcoe, ON N3Y 1T7 Fax: (519) 429-6991.

For more information about NGH, NHHN and the communities we serve, please visit www.ngh.on.ca

In order to ensure equal opportunities during the recruitment and selection process, Norfolk General Hospital and Norfolk Hospital Nursing Home provide accommodation for applicants with disabilities, upon request. Norfolk General Hospital and Norfolk Hospital Nursing Home thank all applicants for their interest. Please note that only those applicants selected for an interview will be contacted.