

NON-UNION

REFERENCE#: 23-NON-UNION-93187

Applications will be accepted until 11:59 pm on 2023 April 13

Title: Regional Lumeo Operations Director

Department: Leadership - Lumeo Operations Team

Position #: 50070448

Hours of Work: One (1) Full-time position, Days

Pay Band: Class 10 - \$128,887.56 - \$154,664.66 per annum

Union: Non-Union

Location: Virtual/Remote (with some regional travel)

Note: Kingston Health Sciences Centre is the employer of record.

PRIMARY FUNCTION

Reporting to the Regional Digital Health Executive, the Regional Lumeo Operations Director has direct accountability for the execution of the regional Lumeo strategy through successful operations of the Regional Hospital Information System (RHIS) and associated 3rd party systems for the South East Hospital Cluster. Working closely with the Regional Digital Health Executive, CIO's, and Clinical Executives and Directors across the South East partner organizations, the Regional Lumeo Operations Directors drives day-to-day operations, ensures regional integration, and identifies opportunities for operational efficiencies and optimization efforts for the regional RHIS.

Regional clinical systems are the mission critical technology backbone that enables patient care delivery processes across all clinical programs in the region, by way of example, Ambulatory Care, Medicine, Emergency, Critical Care, Mental Health, Perioperative Services, Cancer, Pediatrics and Renal. These systems are used 24x7x365 by physicians, nurses, and other clinicians to deliver care at the bedside, in clinics and remotely using virtual platforms. They also include all systems used to schedule and register patients and those that underpin large, complex ancillary operations such as Diagnostic Imaging, Pharmacy and Laboratory Services. This work ranges from conceptual and strategic to tactical and operational.

The Regional Lumeo Operations Director also oversees a team of clinical and technical professionals focused on the operational support and optimization of the Regional Health Information System (RHIS) for the South East Hospital Cluster. This includes recruiting and coaching team members, prioritizing projects and operational workloads, and identifying and resolving critical challenges.

As an employee, the Director must demonstrate an awareness of and be responsible for actively promoting and supporting patient and family centered engagement and care.

RESPONSIBILITIES & DUTIES INCLUDE:

Strategic Planning

- Collaborate with Regional Digital Health Executive, Regional CEO Council and Steering Committee members on strategic and financial planning to enable sustainable and cost-effective operations of Lumeo (RHIS + regional 3rd party systems)
- Monitor execution of the Lumeo operating strategy and other initiatives/projects for optimizing regional systems
- Develop business cases and provides cost/benefit analyses for investment decisions to balance and prioritize operational demands and opportunities
- Prioritize workload, secures resources (capital, staffing and operating), and maintains focus on priorities
- Prioritize regional change requests for system optimization with the goal of achieving strategic objectives and maintaining regulatory compliance

Operations

- Define and communicate Lumeo operations plan, service level expectations with the Lumeo operating team.
- Support and review budget development for Lumeo and ensure they comply with stated goals, guidelines, and objectives
- Oversee negotiations of vendor contracts and service agreements

- Working with regional peers, develop operational policies and procedures, including those for architecture, security, disaster recovery, standards, purchasing, and service provision aligned with best practice.
- Determine and annually evaluate appropriate organization structure and staffing / competency mix to meet the evolving operational and project demands
- Monitor and track deviations from the operating plan and where necessary, course correct to align with the strategy and plan
- Define and communicate operations plans and service level expectations with the operating team to ensure the 24x7x365 uninterrupted operation of the regional systems
- Maintain reliable, secure regional clinical systems infrastructure / services and monitors regional clinical systems' performance
- Identify and monitors regional systems performance measures and plan for taking regular upgrades to maintain optimal system performance

Relationship Building

- Build lasting relationships with regional executives, senior leaders, clinical and business program and department leaders and stakeholders, project managers, IM/IT managers and team members, industry vendors and consultants, and regional and provincial partners
- Facilitate and manage relationships with Oracle Cerner and other regional third-party vendors and negotiate and oversee contracts and conflict resolution to ensure ongoing positive relationships

Team Development

- Responsible for the procurement of top talent, as well as their acquisition, management and succession within the organization as required to execute on the strategic objectives
- Create an environment for personal development so that each member of the team can maximize their potential
- Set and monitor annual performance objectives for Workstream Managers and other direct reports

Program and Project Execution

- Review and provide input on optimization project scope, approaches, solution designs, work plans and budgets for the regional systems
- Monitor performance against project plans and budgets and takes corrective action as needed
- Identify and mitigate risks associated with the project/program
- Ensure clinical system purchases follow IT architecture standards and provincial procurement standards
- Proactively communicate progress and key decisions to executives, senior leaders, clinical leaders, partner organization leaders and other stakeholders
- Review of and participation in vendor sales process (sales order review, approvals, etc.)

NOTE - The above duties are representative but are not to be construed as all-inclusive.

BASIC QUALIFICATIONS:

- Undergraduate Degree in Business, Computer Science, Computer Informatics, Health Informatics, or any health-related discipline, or equivalent combination of education and hospital clinical experience
- Master of Business Administration or advanced IM/IT Degree preferred
- ITIL and PMP designations preferred
- 10+ years of progressive leadership experience managing Health Information System operating teams and navigating the governance model to enable efficient decision-making
- Strong knowledge of clinical system operational needs including ancillary support services, hospital and health system clinical processes, and clinical systems/applications
- Strong knowledge of the System Development Lifecycle with the ability to advise on and guide the design, implementation, and sustainment of effective clinical processes and systems that enable hospital clinical strategic transformation and operational goals
- 8+ years of experience with strategic planning, program/project management, and successful project execution including large-scale advanced planning, analytics, problem solving, and budget management
- Demonstrated experience leading transformation initiatives and digital systems operations including leading change, managing complex risks and issues, and building a learning organization
- Strong team leadership and communications skills, including relationship building, diplomacy, and conflict resolution, with preference for experience managing in a unionized environment
- Knowledge of health system and clinical system domains, as well as technical knowledge of HIS infrastructure and integration enablement.
- Demonstrated ability to manage high-demand and competing and changing corporate programs and priorities

- Ability to manage multiple teams simultaneously and guide them to decisions that support organizational objectives
- A results-oriented focus, with the ability to work in a fast-paced environment
- Satisfactory criminal background check with vulnerable sector search

PHYSICAL REQUIREMENTS:

The applicant must be able to meet the physical demands of this position.

We thank all applicants, but only those selected for an interview will be contacted. The Lumeo Operations Team is committed to inclusive and accessible employment practices.

Please apply online at:

<https://career5.successfactors.eu/sfcareer/jobreqcareer?jobId=93187&company=KGH>

If you have any questions, please contact:

Katie Belisle, Coordinator, Resources & Staffing, Lumeo
 Email: katie.belisle@lumeorhis.ca

