



Canadian Institute
for Health Information

Institut canadien
d'information sur la santé

Analyst, Decision Support Services

Branch: Acute and Ambulatory Care Information Services

Location: Toronto

Reports to: Program Lead, Decision Support Services

Job Summary

The Decision Support Services (DSS) area responds to customized ad hoc and regular requests for data from both external and internal clients. These include requests for data from the Discharge Abstract Database (DAD), the Hospital Morbidity Database (HMDB), and the National Ambulatory Care Reporting System (NACRS). The Analyst is a key member of the DSS team and has a broad range of important responsibilities. Activities include supporting ad hoc and regular requests for data, including the development of specifications, data analysis, quality assurance activities and report writing.

Duties and Responsibilities

1. Works with the Senior Analyst to assist in the customized retrieval of information for internal and external clients, including development of detailed specifications, design of outputs, communication and consultation with internal CIHI resources as appropriate, and quality assurance activities to ensure user requirements are met. Refers clients to appropriate contacts within CIHI as appropriate.
2. Responds to client requests within areas of expertise. Ensures that all data requests are completed in compliance with CIHI Privacy and Confidentiality Policy, and prepares documentation relevant to the request.
3. Ensures a high degree of client satisfaction through the delivery of high-quality products with timely response in line with departmental guidelines.
4. Supports to the development and documentation of Decision Support Services policies and procedures as required.
5. Develops and maintains a detailed knowledge of CAD databases and the report writing tools (including SAS) utilized to produce standard and ad hoc reports.
6. Participates in the continuing improvement of data quality for the CAD databases by identifying, documenting and communicating data quality issues to the relevant database program areas.

7. Provides analytical support to the department on an ad hoc basis, including production of standard annual reports and responding to media requests. This may include analysis and report writing for special projects.
8. Liaises with stakeholders to identify data and/or analytical requirements and assists with interpretation of results, related to specific analysis.
9. Contributes to the activities of the Acute and Ambulatory Care Information System (AACIS) Branch as required.

Knowledge and Experience

- Undergraduate degree in Epidemiology, Biostatistics, Health Sciences, Social Sciences, Health Information Sciences or related field, or equivalent education/experience.
- One to three years experience working with large health information databases, including maintenance, manipulation and analysis.
- Knowledge of quantitative methods.
- Experience with data manipulation and statistical software, including SAS. Experience in the use of Microsoft Office applications including Excel, Word, Access and PowerPoint.
- Excellent interpersonal as well as verbal and written communication skills and the ability to prepare, interpret and effectively present key analytical findings.
- Strong conceptual and problem solving skills.
- Strong organizational skills with a demonstrated ability to manage multiple tasks, activities and priorities.
- Fluency in both official languages is an asset.

Interested candidates should apply online at www.cihi.ca/careers.

We thank all those who apply, however, only candidates selected for an interview will be contacted.



Canadian Institute
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Senior Analyst, Hospital Reports

Branch: Health Reports and Analysis
Location: Toronto
Reports to: Project Lead, Hospital Reports

Job Summary

The Senior Analyst is responsible for carrying out the development, data analysis, verification and dissemination of hospital and health performance indicators related to the production of comparative hospital reports and special studies, including the *Hospital Report* series and the *Benchmarking of Canadian Hospitals*. The Senior Analyst may also work closely with members of the external research community and other partners to define data requirements and to collaborate on joint initiatives.

Duties and Responsibilities

1. Assists with the compilation of comparative hospital indicators, including developing indicator definitions, identifying appropriate internal/external data sources, and assembling and verifying the data.
2. Assists with the methodological development of new indicators, including the relevant data analytic and conceptual analyses.
3. Writes and executes computer analyses required for the development, computation, analysis, and/or verification of indicators used in comparative hospital reports. This may include coordinating the analysis process for a defined series of indicators (e.g. a quadrant of the Ontario Hospital Report).
4. Prepares related documentation as required.
5. Assists with the production and dissemination of comparative hospital reports, including but not limited to data verification and presentation preparations.
6. Conducts ad hoc analyses to support special studies, liaising with key stakeholders to fully define data and/or analytical requirements.
7. Assists with the production and dissemination of health indicator data, including but not limited to data verification and preparation of the data for publication.
8. May assist with other projects, special studies, ad hoc reports, articles for publication or presentations, as required.

9. Develops and maintains knowledge of CIHI's data holdings, related data held by other organizations, and tools used by CIHI to access these data holdings.
10. Maintains current knowledge about analytical techniques, health services and population health research, and stakeholder information needs.
11. Participates on CIHI project teams as required.
12. Assumes responsibility for other related duties as assigned.

Knowledge and Experience

- Graduate degree in health services research, epidemiology, health information, or similar field or equivalent skills and experience.
- Three plus years experience related to the design and implementation of analytical studies, preferably including experience with both hospital-based and regional-level analysis.
- Sound conceptual knowledge of determinants of health, the measurement of health status, and the Canadian health system.
- Experience in use of Microsoft Office applications, SQL, and SAS. Experience in the use of Oracle-based products would be an asset.
- Experience in the manipulation of large cross-sectional and longitudinal data sets.
- Ability to work with minimal supervision.
- Strong analytical, interpersonal and communication skills.
- Ability to communicate in both official languages would be an asset.

Interested candidates should apply online at www.cihi.ca/careers.

We thank all those who apply, however, only candidates selected for an interview will be contacted.

**SOUTHLAKE REGIONAL HEALTH CENTRE
POSITION GUIDE**

POSITION TITLE:	Quality/Safety Professional Resource	
DEPARTMENT:	QUALITY	DATE APPROVED:
DATE CREATED:	October 2007	DATE REVISED:

JOB SUMMARY

The Quality & Safety Professional Resource is a corporate resource, providing data analysis, consultation, education and facilitation support to ensure active and effective management of patient relations, patient safety, quality and risk. They take a lead role in key corporate quality and risk assessment activities such as CCHSA Accreditation and the monitoring, analysis and follow-up of key quality indicators. This position provides service at both Southlake Regional Health Centre and Stevenson Memorial Hospital.

JOB REQUIREMENTS

- Education:**
- Bacalaureate degree, preference to applicants with additional certification or a combination of courses and experience in quality improvement tools and methods.
 - A clinical background in acute care is considered an asset
 - Undergraduate level statistics course completed
- Experience:**
- 2-3 years experience with quality improvement tools and methods including application of the improvement model, root cause analysis and other standardized tools in a healthcare environment
 - 2-3 years experience decision support or data analysis in a health care environment
 - Database management and system administration
- Professional Affiliations/Memberships:**
- Relevant Professional Association
- Additional Skills/Abilities:**
- Demonstrated project leadership /project management skills
 - Demonstrated facilitation/ coaching skills
 - Knowledge of adult education principles
 - Possess excellent interpersonal skills in dealing with physicians, nursing staff, department heads, administration and other members of the healthcare delivery team
 - Knowledge and proficiency of office support software to accomplish the job
 - High level of competency in statistical analysis
 - Valid drivers licence and personal transportation

DUTIES & RESPONSIBILITIES

- Quality/ Risk Analysis/ Improvement
- Works collaboratively with the decision support team to collect data from hospital systems to identify quality and patient safety issues
 - Analyzes patient safety data from a corporate perspective to identify patterns and trends requiring review and improvement strategies
 - Act a resource to the Director, Quality and Planning, Risk Manager and the Quality /Patient Safety Committees on both sites, preparing analyses on identified issues as requested
 - Act as a resource to Program teams for data analysis relating to patient safety or patient satisfaction.
 - Liaison with other corporate support staff and program quality specialists to collaborate on identified corporate patient safety and risk issues
 - Provide assistance/ and back-up functions for Risk Manager at Southlake including preparing legal files & attending legal proceedings

DUTIES & RESPONSIBILITIES
<ul style="list-style-type: none"> • Provide corporate support to the CCHSA Accreditation process • Provide consultation to programs on efficient data collection methods and tools • Provide consultation and education on the use of CQI tool and methods and actively promotes their use. <p>System Administration</p> <ul style="list-style-type: none"> • Collate, analyze and maintain incident reporting system • Identify and action opportunities to improve the accuracy and frequency of incident reporting • System Administration CCHSA Accreditation Software and NRC+Picker website and other systems as assigned. This function includes, but is not limited to issuing/deleting passwords, education on functionality and trouble shooting. <p>General:</p> <ul style="list-style-type: none"> • Actively participate on designated committees on either site • The specific duties of each Professional Resource staff and the percentage of time allocated to SRHC and SMH will vary to best meet the needs of each site.
ACCOUNTABILITY
<p>Direct: Director, Quality and Planning , Southlake Regional Health Centre</p> <p>Indirect:</p>
SUPERVISION/DIRECTION GIVEN
<ul style="list-style-type: none"> • Minimal
MAIN CONTACTS
<p>Internal:</p> <ul style="list-style-type: none"> • Manager, Risk Management • Managers/Directors/ Educators of Direct Patient Care Areas • Chief of Staff, and Chiefs of Medical Departments and other Physicians • Departments retaining data e.g. Finance, Health Records • Other Management Team members as required <p>External:</p> <ul style="list-style-type: none"> • Other Hospitals • External Agencies
PHYSICAL/MENTAL DEMANDS
<ul style="list-style-type: none"> • Workload pressures, conflicting priorities • Magnitude of projects • Computer demand, high visual concentration • Minimal physical exertion required
WORK ENVIRONMENT
<ul style="list-style-type: none"> • Office and hospital at large
IMPACT OF ERRORS
<ul style="list-style-type: none"> • Failure to utilize data appropriately could result in inappropriate improvement initiatives, thereby wasting significant resources, staff and physician time • Failure to facilitate teams effectively could result in waste of resources, staff and physician time and ineffective improvement projects • Will adversely effect team function and outcome

THE FOLLOWING COMPETENCIES WILL BE USED TO ACCOMPLISH THE JOB

PUT PATIENTS FIRST

- All of Southlake’s people – staff, physicians and volunteers – are here to make our patients’ health care experience the best it can be.
- Care with Compassion – no one’s a number at Southlake. Care with a commitment to safety and quality – nothing else will do. Care with flexibility – each person’s needs are different and should be respected.

GIVE A DAMN!

- Care passionately about the safety and well being of our people. Without them we would not be whole. Value each other’s contributions and expertise because on this team, each of us plays an important role. Give and take, and understand that the needs of the many far outweigh the needs of the few. Respect each other and, realizing the impact of your words and actions, accept the consequences. Stand by one another and pull together through good times and bad. In doing so, realize we can accomplish just about anything.
- Care passionately about Southlake. Take great care to positively represent the organization and its people whenever given the chance. Treat the facility and everything in it as if it were your own. Take great pride in our programs and services and realize that one can only succeed with the support of the others.
- Care passionately about our community. We proudly consider ourselves a part of each of the communities we serve and, therefore, have a vested interest in the events that affect them and the people in them.

PUSH THE ENVELOPE

- Embrace new opportunities and don’t be afraid to seek out new and rewarding challenges. Together, we must be fearless and courageous so we can make things happen. Take calculated risks, yet be the first to recognize when they are not right for Southlake and learn from the experience.

HONOUR YOUR COMMITMENTS

- Walk our talk. If you say you’ll do it, do it, and if you can’t explain why. Follow through on your commitments and remain accountable for your attitude and your actions.

APPROVAL

DEPARTMENTAL APPROVAL: _____

NAME OF DEPARTMENT/DIVISION: _____

Department Manager Signature *Date*

HUMAN RESOURCES DEPARTMENT APPROVAL:

Signature *Title* *Date*

Salary Grid/Level: _____ **Union/Non Union Group:** Non Union Non Management

NORFOLK GENERAL HOSPITAL

Located in Simcoe, Ontario, Norfolk General Hospital provides quality healthcare to a municipality of approximately 61,000 people. Our area of focus provides a continuum of service throughout the life span of the people we serve including Emergency, Critical Care, Obstetrics, Pediatrics, Medicine, Surgery, and Complex Continuing Care. Employing approximately 550 highly skilled and dedicated employees, Norfolk General Hospital continues to be a full service 121-bed hospital with round the clock on-call coverage of Specialists in Surgery, Anesthesia, Internal Medicine, and Obstetrics, as well as on-site 24 hour per day medical coverage of the Emergency Department. Simcoe is less than one hour away from most major centers, including Hamilton and London, and only 90 minutes from the Greater Toronto Area. Situated in Norfolk County (Ontario's South Coast), Simcoe is not far from Lake Erie and the 88 miles of shoreline that includes long stretches of sandy beach.

In response to our growing needs, Norfolk General Hospital is recruiting for the following position:

DIRECTOR OF QUALITY MANAGEMENT AND CLINICAL PRACTICE

Reporting to the Chief Executive Officer, you will develop and administer hospital quality management programs and will assess the effectiveness of clinical services and programs.

Responsibilities

- motivate and lead the organization to continually enhance patient care, patient safety and risk mitigation
- develop and enhance hospital wide quality improvement, patient safety and risk management programs
- maintain and enhance the corporate indicator report using a balanced scorecard approach
- analyze data related to selected quality, utilization, financial, outcome, patient satisfaction, patient safety, staff safety, efficiency and effectiveness indicators, etc.
- assist departments in the ongoing development and monitoring of quality and performance management indicators
- co-ordinate the development of evidence based best practices
- promote a patient focused culture
- develop and monitor an annual patient safety plan
- provide education to physicians and staff relating to quality improvement.

Qualifications

The position requires a systems approach and excellent written and verbal communication skills. The successful applicant will have an ability to motivate individuals and work effectively in a group setting. Strong presentation, critical thinking,

analytical and organizational skills are also required with a minimum of five years experience. Baccalaureate Degree in Nursing is required, Masters preferred, and in good standing with the College of Nurses.

Interested applicants should submit a resume to:

Human Resources Department
Norfolk General Hospital
365 West Street
Simcoe, Ontario N3Y 1T7
Fax: 519-429-6991
E-mail: nghhr@ngh.on.ca

Government of Nunavut Employment Opportunity

Director, Clinical Services Department of Health and Social Services Iqaluit, Nunavut

This position is accountable to the Executive Director, of Iqaluit Health Services for the direction, coordination, leadership and management of all clinical programs within the Qikiqtani General Hospital, the Family Practice Clinic and Akausisarvik, the mental health facility. Responsibilities included, but not limited to, directing the activities of managers, professionals and an administrative assistant; developing and managing the long range budget for clinical services through daily interaction with managers; formulating and implementing nursing services policies aimed at supporting the highest possible levels of care within available resources. The Director will be accountable for effective operation of the following: the emergency and out patient department; the inpatient unit; the Operating Room; the specialist clinics for the Baffin Region; the mental health facility and clinical services as well as other professional services as they relate to the Hospital.

The successful candidate should have a master's degree in Nursing, a minimum of 5 years of successful middle level administrative experience, be eligible for registration with the Nursing Association of NWT/Nunavut (Registration with the RNANT/NU is a condition of employment). Strong skills in strategic planning with proven ability to effectively organize a high volume of health care operations, an understanding of effective financial management techniques; current knowledge of nursing standards, ethics and practice is obligatory. A proven ability in office management software including word processing, e-mail and financial spreadsheets is required. Very strong oral and written skills in English are essential. Proficiency in speaking Inuktitut or Inuinnaqtun will be an important asset.

Equivalencies to formal education and experience requirements may be considered.

This is a Senior Management position and the salary range is \$84,204.00 to \$120,292.00 per annum, plus a Northern Allowance of \$12,109.67 per annum.

REFERENCE #: 01-10-0708-237MHS

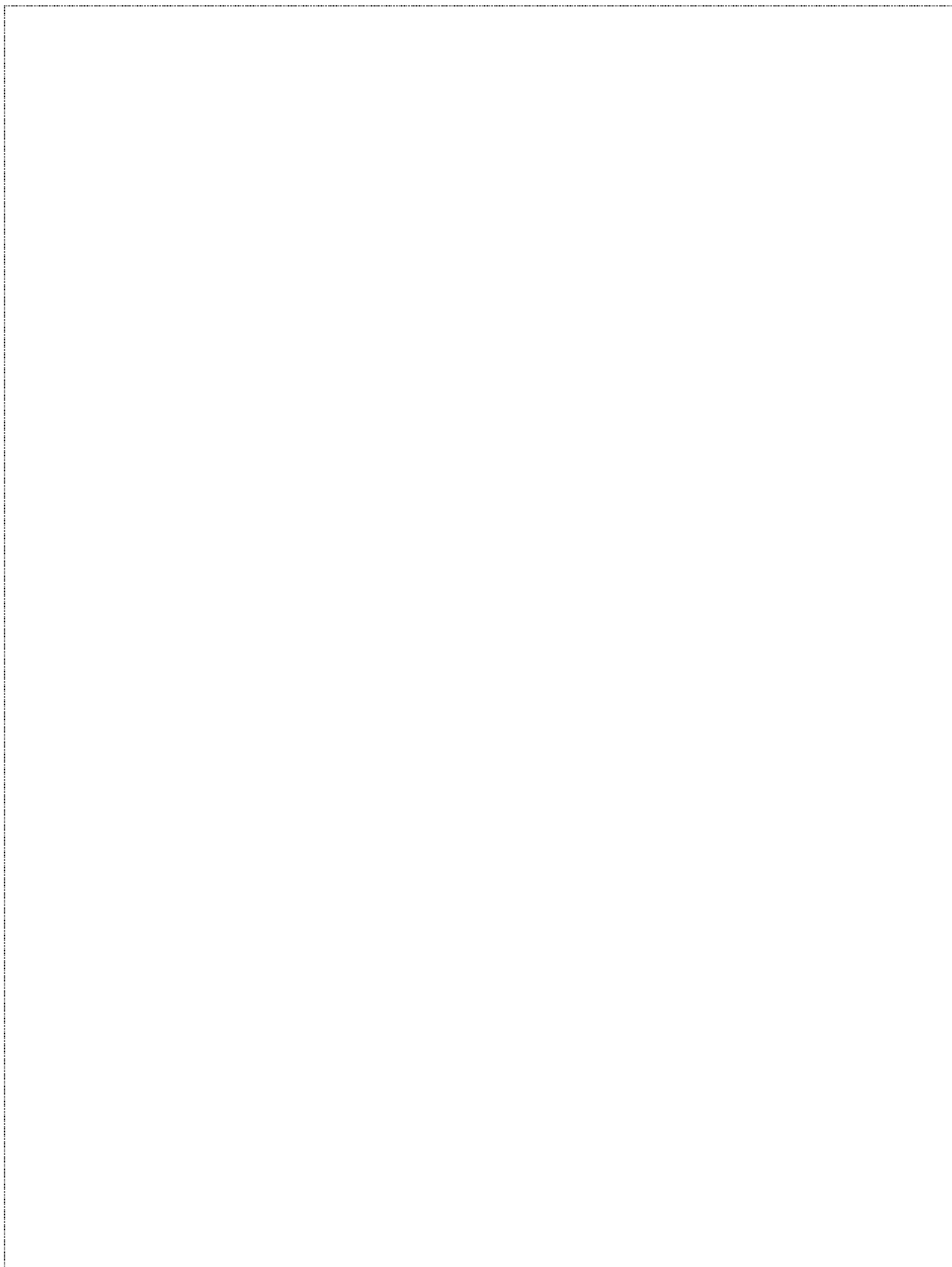
Closing Date: Open Until Filled

SUBSIDIZED STAFF HOUSING IS AVAILABLE



Write to: Department of Human Resources
Government of Nunavut,
P.O. Box 1000, Station 430, Iqaluit, Nunavut X0A 0H0
Phone: (867) 975-6222 Toll Free # 1-888-668-9993
Fax: (867) 975-6220 e-mail: gnhr@gov.nu.ca

- *The Government of Nunavut is committed to creating a more representative workforce, so that it can better understand and serve the needs of Nunavummiut.*
- *Priority will be given to Nunavut Land Claims Beneficiaries.*
- *Only the candidates selected for interviews will be contacted.*
- *Job descriptions may be obtained by fax or email or on the website*
- *Employment in some positions requires an acceptable criminal record check. Possession of a criminal record will not necessarily disqualify candidates from further consideration.*



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