



Lumeo

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OPSEU

REFERENCE#: 23-OPSEU4106NC-93319

Applications will be accepted until 11:59 pm on 2023 April 24

Title: Senior Clinical Systems Specialist, Clinicals & Specialty - Pharmacy

Department: Lumeo Operations Team

Position #: 50070577, 50070571

Hours of Work: Two (2) Full-Time Positions, Days

Pay Band: \$50.35 - \$59.62 per hour

Union: KHSC OPSEU Non-Central 4106

Location: Virtual/Remote (with some regional travel)

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

PRIMARY FUNCTION

The six health-partners in the South East region recognize that to achieve person centered, effective care coordination across the system, enhance the ability to make best use of collective resources, achieve more system-like behavior, and have the agility to address future funding changes, a major, system-wide clinical transformation is needed. This clinical transformation will meet clinical information needs of both the health-partners and the region. Lumeo, a regional Health Information System will support the “*one standard of care and journey for the people we serve*” vision identified by the partners’ clinical leadership. This program opportunity will enable the sharing of information seamlessly across the six health-partners, connecting the personal health information into a single cohesive story and reducing the variability of care provided.

The Senior Clinical Systems Specialist (Pharmacy) is responsible for supporting, maintaining, updating and optimizing a product component of the Regional Health Information System (RHIS) for the South East Hospital Cluster, including rotational on-call support, gathering requirements from end-users, performing system testing and implementing workflow updates and changes. Additionally, leads discussions with the regional stakeholders to understand business requirements, performs advanced configurations and customizations and provides technical guidance and direction to junior analysts in the team.

Reporting to the workstream manager, supports development of the work plan and resource plan for small to large/complex information systems projects. Capable of working at the highest technical level in all phases of systems analysis, development, and delivery.

Within this role the employee is accountable for contributing to the delivery of the Regional Health Information System (RHIS) strategy. As an employee, one must demonstrate an awareness of and be responsible for actively promoting and supporting patient and family centered engagement and care in all we do.

RESPONSIBILITIES & DUTIES INCLUDE:

Oracle Cerner system configuration and Production Support - Provides HIS system support and on-call service as required; coordinates problem resolution related to end-user issues or errors, support enhancement and optimization of the system.

- Leads and facilitates discussions with regional decision makers to understand priority issues, understand business requirements and align on planned system changes
- Manages complex end-user issues and performs advanced configuration (or customization, as necessary) to address business needs
- Leads and guides analysts through the design, build/configuration, testing, and deployment of the team's core applications, features, and integrations with other supported systems/applications
- Specialists are responsible for providing their subject matter expertise in Pharmacy while maintaining, upgrading and optimizing the RHIS, including but not limited to: formulary maintenance, medication orders, order entry, order set management and order best practice advisories, oncology flowsheet and staging, and pharmacy supply chain maintenance
- Evaluates impact of planned system changes and upgrades across integrated workflows, end-users and training teams

- Supports complex projects requiring application enhancements, optimizations and new application implementation or integrations, as required
- Assists in user documentation, development of training materials and configuring training environment, as required
- Performs quality assurance and checks before migration of changes to production
- Provides on-call support on rotational basis

Project Management and Coordination – Leads projects focused on enhancing or optimizing the RHIS, executes all phases of the systems development lifecycle and works with the client to prioritize and select optimization projects. For example:

- Communicates with stakeholders to understand and document their unique business requirements
- Integrates systems and reconcile requirements across stakeholder groups
- Gathers feedback from end users about system performance and develop potential solutions for identified problems while exercising regional change management processes and policies
- Documents system issues and resolutions for future references
- Monitors and assesses clinical workflows and makes recommendations for improvement, where applicable
- Supports workstream managers by providing relevant input into project work plan and resource plan for small to complex projects
- Mitigates/resolves low impact team issues/risks which may not require manager's supervision
- Identifies and informs the workstream manager about key issues and roadblocks that may need attention from senior leadership
- Communicates and escalates to workstream manager as appropriate

Education and Learning - Acts as a subject matter expert of the clinical application, maintain a working knowledge of how different RHIS applications integrate and their relationship with other systems; coaches junior and new team members in their respective functions; cross-trains operational team on their respective applications; maintains knowledge of technological advances; maintains knowledge of hospital workflows and operations that may impact the system.

Other - Leads and facilitates on-going team meetings, monthly/ad hoc vendor, and end-user meetings to discuss progress, issues, and risks. Contributes and documents procedures, guidelines, and project communications for clinical areas, identifies opportunities for improvement in existing system workflows. Provides performance feedback.

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

BASIC QUALIFICATIONS:

- Bachelor or Doctor of Pharmacy, or Undergraduate pharmacy degree recognized by the Pharmacy Examining Board of Canada (PEBC)
- Minimum 2+ years of experience within the last 5 years in hospital pharmacy practice with an understanding of hospital information systems or IT systems
- Licensed as a Registered Pharmacist with the Ontario College of Pharmacists (OCP)
- Demonstrated proficiency as a hospital pharmacist based on OCP Standards of Practice and on NAPRA Professional Competencies
- Strong knowledge and understanding of:
 - Drugs and therapeutics
 - Orders and order sets
 - Oncology workflows preferred
- Previous experience with hospital drug formulary management preferred
- Demonstrated ability to make sound professional decisions in a complex interprofessional regional environment
- Ability to identify and analyze issues and provide solutions using problem solving and analytical skills
- Excellent prioritization, organizational skills, and project management methodologies, as demonstrated by the ability to manage own time and successfully complete multiple tasks and projects assigned simultaneously
- Ability to communicate effectively (both orally and in writing) with all levels of stakeholders and management to provide efficient customer service
- Demonstrated good judgment, decision-making and problem-solving skills
- Demonstrated ability to work effectively with little direct supervision and within a team
- Demonstrated skills in working with all levels of staff in an organization and the ability to work with external groups, agencies, and/or individuals
- Knowledge of principles and methodology of systems development life cycle

- Working knowledge of common MS-Office products (Excel, PowerPoint, Word)
- 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=93319&company=KGH>

If you have any questions, please contact:

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