

Chief Quality Officer

Abu Dhabi Health Services Company (SEHA),

Job Description

Position Summary:

Reporting to the Chief Clinical Officer (CCO), Abu Dhabi Health Services Company (SEHA), the Chief Quality Officer will have overall program responsibility for SEHA's hospitals.

The Chief Quality Officer will provide leadership and guidance in the development and measurement of SEHA's approach to quality, patient safety, performance improvement and medical safety for the SEHA health system.

The Chief Quality Officer is required to demonstrate leadership and interpersonal skills to effectively work collaboratively with leadership across SEHA to develop strategies that support SEHA's quality mission and facilitate the integration of services across the entire health care continuum to enhance SEHA's competitive position. The Chief Quality Officer will focus on building communication, operational and planning bridges among autonomous entities throughout SEHA to support and ensure the highest possible level of safety, service, quality, operational efficiency and performance. The Chief Quality Officer must have expertise in these areas, knowledge of quality literature, theories of innovation to recommend, and the ability to implement SEHA's quality and safety goals.

Primary Responsibilities:

1. Develops, facilitates, implements, and monitors an integrated comprehensive medical safety program to improve the safety of patients, visitors, and employees. Develops quality systems to monitor SEHA's hospitals performance; facilitates development of integrated care management strategies across SEHA's entities and hospitals. Recommends performance improvements activities related to safety, working with the corporate compliance, risk Management, and legal departments. Oversees event reporting as required by SEHA and HAAD. Helps coordinate and oversee data collection, and coordinates the roles of SEHA representatives involved in infection control, safety, risk management and quality improvement services.
2. Organizes and coordinates the SEHA Quality Improvement Committee; works with the committee to identify SEHA quality priorities and links to strategic management objectives. Utilizes knowledge of quality / service literature, theories of innovation, and operational experience to advance

quality outcomes and assists with creating a culture of safety / service; provides leadership to quality initiatives to facilitate the "spread of Innovations" throughout SEHA's entities and owned hospitals.

3. Directs and facilitates SEHA's quality improvement activities and introduction of management systems to monitor organizational performance. Directs and facilitates clinical performance improvement projects directed toward improving patient care and reducing unnecessary utilization.
4. Directly supervises SEHA's quality and patient safety staff, including timing, hiring, and sequencing of all staff to meet project goals and maintain budget compliance. Responsible for evaluating, managing and developing staff; and ensuring all human resources policies and procedures are followed.
5. Identifies need, and develops internal capacity in SEHA, for: A) technical support for quality improvement activities for SEHA's hospitals and work units, B) research, writing, grant administration and publication support for the quality improvement activities, and C) the necessary tools and approaches to improve specific measures of quality. Ensures data collection and intervention plan is practical and feasible for implementation in the daily operations of clinical or administrative units within SEHA hospitals. Ensures consistency of approach and more effective utilization of SEHA's resources.
6. In coordination with SEHA's leadership, identifies and develops opportunities for strategic partnerships with government, corporate, philanthropic, academic, or other organizations to advance the goals of quality and innovation at SEHA and to obtain funding for SEHA's programs.
7. Facilitates a service excellence movement within SEHA hospitals and practice of the clinical staff. Identifies opportunities for training and development for doctors and staff to achieve service excellence; identifies and facilitate correction of infrastructure issues negatively affecting patients' experience; provides leadership to hospitals and clinicians to improve provision of services.
8. Develops or directs the development of research protocols, procedural guidelines, and training manuals for the activities of the SEHA to ensure the integrity of research and quality improvement methodology.
9. Provides leadership on the need for new quality or innovation programs and projects. Provides technical review of all submitted business plans and contracts. Assesses financial and strategic impact, and terms and conditions.
10. Provides scientific and operational support for quality improvement activities of hospitals. Specifically, provides consultation and leads training sessions to give multi-disciplinary improvement teams the necessary knowledge, tools, skills, and approaches to improve specific measures of quality.

Position Requirements:

1. Current licensure as a Medical Doctor and / or _____ [insert other acceptable clinical certification] with board certification in a clinical specialty area. Masters degree in hospital, healthcare business administration, or equivalent degree preferred.
2. Five to seven years of progressively more responsible experience in an academic healthcare environment, including experience in management of clinical services lines or regional operations and experience working in performance improvement/ quality management areas.
3. Technical knowledge of instrument development, data collection and analysis is critical to success in this position. Proficiency in excel, power point, statistical data analysis software, and other desktop applications required.

Interested candidates can forward their resumes to Laura Rush lmille49@jhmi.edu, and/or Debbie Aversa daversa1@jhmi.edu for additional information regarding the position.

Chief Medical Informatics Officer

(July 12, 2011)

Description:

Chief Medical Informatics Officer's are emerging positions in modern medical facilities that bridge the gap between doctors and technology. This executive level position has a large role in the organization's affairs by managing medical information. CMIO's are responsible for supporting the development of clinical information systems that assist clinicians in the delivery of patient care in the conduct of research. Participates as a member of the HIS Steering Committee in representing the needs and requirements of the physician community and serves as an advocate of management in promoting the use of information technology in the clinical setting. Works in partnership with the Information Technology (ITD) Division and implementation teams to translate clinician requirements into specifications for new clinical and research systems. CMIO will report to the Chief Clinical Officer. Frequently, these positions are filled by medical doctors with a background and knowledge in technology, but are increasingly being taken up by new technology professionals that have specialized training in the field of Health Informatics.

Applications:

- CMIO's deal with many areas of health informatics that require a specialization in both the medical and technology fields. They are responsible for developing, implementing, and managing medical systems including Electronic Medical Records (EMRs), patient databases, and other Health IT initiatives. They must be able to respond to factors including physician use, patient care, cost, and executive oversight. They are also responsible for the integration of standards in vocabulary and application by physicians, patients, and technologists. As such they must have specialization within the health and IT fields.

Responsibilities:

While CMIO responsibilities and skill sets vary from job to job, the following are among the more common and universal areas they are expected to fulfill.

- Serve as a liaison between medical and technical departments and executive leadership
- Chairs/Participates in clinical advisory groups to provide broad-based input into the design of the clinical information systems.
- Leads and facilitates clinician advisory groups in the design of clinical systems to support excellence in patient care and research.
- Engages patient care providers with varying roles including physicians, nursing practitioners, nursing staff, ancillary department personnel, and medical records

professionals to contribute to the development and use of the clinical information system.

- Develops empathy and understanding of physician needs and builds relationships with physicians to gain support of IT initiatives.
- Is highly responsive to users' needs, including training, to assure wide spread acceptance and provider use of the clinical systems.
- Reviews medical informatics trends, experiences and approaches, develops technical and application implementation strategies and assists in the development of strategic plans for clinical information systems.
- Works in concert with the Information Technology Division (ITD) to design and implement systems supporting patient care and research activities.
- Leads design of clinical pathway models with physician, nursing and administrative leadership, and will assist in modification of these models to gain maximum efficacy and support for patient care and research protocols.
- Leads development of clinical "alerts and rules" supporting patient care and protocol research as well as the design of clinical system features supporting protocol management and the use of the system to leverage the clinicians' time and maximize communication with affiliates and referring physicians.
- Leads development and deployment of solutions that cluster information in disease and episodic categories for benchmarking, clinical severity, and variance analysis.
- Designs and evaluates collection of data for clinical purposes, including tracking and interpretation of outcomes.
- Participates in clinical activities as required..

Education and Experience:

- The Chief Medical Informatics Officer will be a licensed physician with recent medical practice required. Experience with medical informatics is highly desirable.
- Board Certification in his/her chosen field with minimum of five years strong clinical experience in either a primary or hospital based care.
- Five years' experience and proven track record for success in leading EMR / CPOE initiatives in a community hospital / healthcare system with complex integrated care delivery systems.
- Advanced certification / degree in medical informatics, broad knowledge of healthcare information technology and experience with Cerner Millennium is desirable.
- Demonstrated knowledge and application of performance improvement principles (such as LEAN, Six Sigma or other process improvement system).
- Demonstrated ability to facilitate groups of physicians toward building consensus in the development of protocols, standardized processes and quality improvement initiatives.
- Demonstrated knowledge of evidenced-based medical principles.

Special Skills:

- Possesses excellent interpersonal skills and can work effectively with a diversity of personalities. Must be approachable, show respect for others and be able to present data with effective communication and presentation skills. Must be an effective consensus builder.
- Understands clinical work flow in both the inpatient and outpatient settings with an emphasis on clinical information systems and outcomes measurement.
- Must have the ability to develop flexible, transferable models for pathways of care.
- Is a strong leader with a mature sense of priorities and solid practical experience who can design and implement systems within the framework of technical boundaries
- Is politically savvy, has a high tolerance for ambiguity and can work successfully in a matrix management model.
- Is a systems thinker with strong organizational skills who can pull all the pieces together and deliver on time and within budget
- Is a strong manager who is adaptable and has a solid collaborative management style
- Is a creative thinker with high energy and enthusiasm, and a team player who promotes the concepts of people working together versus individual performance.
- Is a contemporary clinician who understands major trends in healthcare and is familiar with point of care products and medical informatics trends and tools.

Interested candidates can send their resumes to Laura Rush lmille49@jhmi.edu and/or Debbie Aversa daversa1@jhmi.edu.