



eHealth Centre of Excellence
is currently seeking a
Project Manager - Integrations

Program Overview:

The eHealth Centre of Excellence (eCE) develops, implements and advances digital health tools and services to better serve patients and clinicians across Ontario. The eCE advocates for the continued and improved use of technology to enhance the connection and relationship clinicians and patients have with each other and with the Ontario and Regional healthcare system. The eCE meets our goals by supporting the deployment of digital health technologies such as eReferral, eConsult, virtual visits, EMR best practice tools, Robotic Process Automation (RPA), along with collaborative partnerships with regional and provincial agencies. Critical to the success of eHealth initiatives is working with system partners to support priorities that ensure the best care for patients. The eCE's founding vision is one of innovation and partnership, with a mission to be the leading, trusted, digital health partner for primary care and integrated patient care.

Position Description:

Reporting to Director of eServices, the Project Manager - Integrations is responsible for working with clinical and technical stakeholders to initiate, plan, execute and control all aspects of the assigned project(s), in order to ensure deliverables are met on time, within budget and scope. In addition to demonstrating a strong understanding of project management methodologies, this role supports change management by understanding how project delivery will impact people and solutions, by implementing effective communication strategies, and by contributing to the development and delivery of instructional documentation.

The Project Manager – Integrations serves as a conduit between clinical stakeholders, vendor teams and the eHealth Centre of Excellence and is responsible for evaluating project health and reporting to the Director of eServices and the Executive team throughout the project lifecycle.

Key Roles and Responsibilities:

- Initiates, plans, executes, and controls all project related activities from initial project planning through project execution, including management of project scope, cost, timelines and budget.
- Responsible for developing and executing the project plan, communicating status updates, identifying, and mitigating risks and changes.
- Estimates the resources required to meet project goals, delegates activities and manages project team's workload.
- Leads requirements gathering through consultations and workshops. Supports development of requirements documentation including business process descriptions, use cases and workflows.

- Analyzes and critically evaluates information gathered from multiple sources, reconciling conflicts, and deconstructing high-level information into detailed requirements to inform the Business Requirements Document (BRD) and Work Breakdown Structure (WBS)
- Ensures projects meet business objectives by identifying and assessing the views and needs of sponsors and stakeholders, and by supporting change management and communication activities.
- Develops and maintains a high degree of trust with stakeholders and vendors. Demonstrates strong relationship-building and sustainment skills.
- Monitors and controls production challenges/bugs during the post go-live phase of implementation.
- Continually seeks opportunities to improve integrations, satisfy stakeholders and strengthen relationships.
- Demonstrates skill at navigating and communicating technical aspects of projects to technical and non-technical stakeholders.
- Resolves issues within the project team, leveraging conflict management skills (e.g. Crucial Conversations).
- Work collaboratively to encourage best practices in health technology standards (i.e. FHIR), and related policies/legislation (i.e. PHIPA).
- Represents the project and the organization in a professional manner at all times.
- Performs other duties as required to facilitate the successful completion of the project.

Experience, Skills and Qualifications:

- University degree or equivalent experience in Health Informatics, Information Technology, Information Management, Business or related field
- Minimum of 5 years of direct project management including projects of similar scale/scope
- Previous digital health experience in Ontario at the provincial, LHIN, or HSP levels
- Excellent written and verbal communication and interpersonal skills, with proficiency developing project reports, proposals and presentations.
- Knowledge of health information interoperability models and standards (i.e. FHIR SMART on FHIR)
- Demonstrated knowledge and understanding of Electronic Medical Records (EMR), Case Management Systems (CMS) and Hospital Information Systems (HIS)
- Experience with and understanding of interoperability and integration initiatives.
- Demonstrated ability to manage competing priorities and meet deadlines
- Proficiency in the use of MS Office Suite; Outlook, Word, PowerPoint, Excel
- Demonstrated experience quickly building and maintaining effective and productive working relationships in complex, multi-stakeholder healthcare environments
- Ability to work in a diverse and fluid working environment, recognizing that different opinions and backgrounds can bring strength to the tasks at hand
- Demonstrated ability to set priorities, identify issues and respond with solutions
- Strong organizational skills and attention to detail
- Project management certification an asset
- Some travel required

If this position is of interest to you, please send your cover letter and resume to: Human Resources at hr@ehealthce.ca

Feel like you don't meet all the requirements? If you have some of the skills and experience that we're looking for and are willing to learn the rest, we encourage you to reach out to us!

The eHealth Centre of Excellence team is a respectful and inclusive workplace. Upon individual request, hiring processes will be modified to remove barriers to accommodate those with disabilities. Should any applicant require accommodation through the application, interview or selection processes, please contact Human Resources at hr@ehealthce.ca for assistance.

The eHealth Centre of Excellence team is committed to employment equity. We encourage applications from all qualified candidates including, 2SLGBTQ-identified persons, persons with disabilities, First Nations, Inuit and Métis individuals, and members of Black and other racialized communities, and individuals who speak languages other than English.

We thank all interested applicants; however, due to the volume of resumes we receive only those selected for an interview will be contacted.