

Relationship Manager Position Posting

The Physician Information Technology Office (PITO) is a physician support program managed under the BC Medical Association (BCMA), with financial support from the Ministry of Health (MoH). PITO assists physicians in adopting technology in daily practice, particularly electronic medical records (EMRs) through both reimbursement programs and direct assistance throughout the process. More information on the program is available at www.pito.bc.ca.

PITO is currently seeking Relationship Managers in various areas of BC to develop robust relationships with clinical practices in order to increase adoption and optimal use of EMR systems. This role will provide expertise and insight on the benefits and use of EMR systems to help physicians make decisions on adopting an EMR system that meets the needs and goals of their practices. In addition, the Relationship Manager supports physicians, clinics, and Communities of Practice (COPs) with strategies to enhance the use of the EMR in clinically meaningful ways at the individual and group levels.

The Relationship Manager will serve as the primary point of contact for the clinical practice and with other key stakeholders within an assigned region. The Relationship Manager works in partnership with PITO Practice Automation Coaches (PACs), COPs, Practice Support Program (PSP) Co-ordinators, Divisions of Family Practice, Physician and MOA Peer Mentors, and EMR vendors. These positions are based in various regions throughout BC and report to the relevant Regional Lead for the Relationship Manager's area.

KEY RESPONSIBILITIES

- Develops relationships with Divisions of Family Practice and individual clinical practices to communicate the value and promote adoption of EMRs amongst the later adopters.
- Provides orientation to clinics regarding the EMR implementation process; articulates the importance of thorough preparation and prepares the clinic for an effective implementation.
- Works closely with the practice's assigned PAC and Peer Mentors to initiate an implementation support strategy appropriate to the clinic's needs and identified risk factors.
- Conducts post implementation reviews (PIRs), identifying quality improvement opportunities relating to implementation services of PITO, PSP, the vendors, and IT.
- Approves and instigates work orders for field resources and/or peer mentors according to program policies and COP budgets.
- Mediates and resolves escalated vendor issues and participates in problem resolution process; escalates unresolved issues to the Regional Lead or Provincial Team Lead as necessary.
- Investigates stalled practices to help clinical staff understand the EMR processes and assists them in moving forward with the adoption of an EMR system.
- Supports clinical practices in achieving optimization and meaningful use of their EMR system through post implementation support services and other opportunities through the Divisions of Family Practice or COPs.
- Provides support to COPs via the Core Teams, facilitating and supporting their strategic efforts.

- Supports the establishment and development of local user groups, ensuring community needs are appropriately channeled to the vendor and the group is positioned to become self-sustaining.
- Administers all required documentation related to ITSP, post implementation methodology, and PITO funding programs. Logs, tracks, and records relevant information in PITO Maximizer database.

SKILLS & QUALIFICATIONS

- Undergraduate degree in Health Services, Health Information Management, Business Administration or an equivalent combination of education, training, and experience.
- Five plus years of experience in a healthcare role or clinical practice role using EMRs.
- Commitment to excellent customer service.
- Understanding of EMR vendor services, constraints, and core business drivers.
- Excellent interpersonal skills with demonstrated ability to work with multiple stakeholder groups.
- Exceptional listening and communication skills, both verbal and written.
- Expertise in conflict resolution and ability to build rapport and empower others.
- Excellent coaching and facilitation skills.
- Excellent time management and organizational skills; able to use own initiative.
- Working knowledge of EMRs and eHealth concepts.
- Proficiency with Maximizer Customer Relationship Database would be an asset.
- Must have use of a vehicle and hold a valid Driver's License.
- Experience working with physicians in the target recruitment area.

REMUNERATION

This role is a temporary full time position at a salary commensurate to the role and the candidate's knowledge, skills, and experience. Standard benefits are provided through the BC Medical Association staff benefits program.

Start Date: Based on regional needs.

Resume and cover letter can be sent in confidence to hr@pito.bc.ca with the subject "Application – Relationship Manager." Applications will be accepted and reviewed on an ongoing basis.