**Role Profile**

*Chief Medical Information Officer (MTF)*

**Role Purpose**

Supports the quality, safety, and efficacy of clinical operations by developing and implementing the informatics strategy and corresponding best practices for the MTF. Serves as liaison between the clinical and IT community at the MTF. Is responsible for the management and oversight of informatics programs, processes, and personnel.

**Key Responsibilities**

1. Oversees the development, implementation, and execution of the informatics strategy, policies, and practices for the MTF by integrating OTSG and RMC best practices, user needs/requirements, and business objectives and ensuring alignment with RMC objectives.
2. Builds sponsorship and creates alignment for informatics best practices throughout the MTF to ensure all stakeholders (e.g., clinical staff, informatics staff) are active, visible sponsors of informatics within their respective roles.
3. Works closely with clinical staff members (e.g., providers, nurses, clinicians), Clinical Systems Trainers and Clinical Workflow Analysts to determine functional, training and support, data and reporting, and usability needs/requirements of clinical systems necessary to support clinical operations. Liaises with the appropriate IM/IT and informatics staff groups to provide necessary support.
4. Leads clinical and process improvement teams. Participates in MTF, RMC and MEDCOM governance meetings to represent user requirements and informs stakeholders of all informatics best practices.
5. Conducts and/or attends regular meetings with informatics colleagues to discuss emerging trends/developments throughout the AMEDD, including software upgrades, new program rollouts, and communication efforts that may affect informatics programs. When necessary, revises the MTF’s informatics strategy to accommodate these changes.
6. Creates a roadmap for migrating policies, strategy, and best practices across the MTF in a manner that addresses the preferences and needs of individuals and clinics.
7. Participates as a member of CIO and IM/IT leadership committees representing the needs and requirements of the clinical community.
8. Assists the CIO and IM/IT leadership in every stage of the system life cycle to ensure efficient and effective coordination, planning, acquisition, implementation, maintenance, and evaluation of clinical systems in the clinical setting.
9. Serves as an advisor to integrate informatics strategy, policies, and best practices into the AMEDD strategic plan.
10. Monitors and executes resource, portfolio, and personnel management initiatives.
11. Oversees informatics staff to ensure all project objectives and customer needs are met and to determine if materials, processes, or tools warrant changes or updates. Executes all people management duties, including the hiring, deployment, assessment, and professional development of informatics staff members.
12. Participates in knowledge sharing initiatives with other members of the CMIO community. Shares tools, processes, experiences, and issues with CMIO counterparts serving MTFs and RMCs.

**Competencies**

**Target proficiency level definitions**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Level 1** | **Level 2** | **Level 3** | **Level 4** | **Level 5** |
| **No  Application**  Does not demonstrate or has limited opportunity to demonstrate the behavior | **Aspiring**  Is not yet at the learning level for this capability, but aspires to begin demonstrating the behavior | **Learning**  Proactively working to develop the behavior through study, experience or exposure | **Demonstrating**  Consistently and deliberately exhibiting the behavior in a variety of settings or situations over a period of time | **Role Modeling**  Exhibiting mastery of the behavior; often modeling for others to emulate and teaching others how to develop the behavior |

***Foundational Competencies***

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Communication** | | | | | |
|  | **Target Proficiency Level** | | | | |
| **Behavioral Indicators** | **1** | **2** | **3** | **4** | **5** |
| 1. Communicates clearly and succinctly with key stakeholders while maintaining a professional demeanor |  |  |  |  | **X** |
| 1. Translates complex or technical ideas in an audience appropriate manner by breaking down key concepts into relevant pieces of information |  |  |  | **X** |  |
| 1. Actively listens and asks clarifying questions to ensure complete understanding of the key stakeholders’ needs |  |  |  | **X** |  |
| 1. Presents recommendations, ideas, and opinions to key stakeholders in an organized, compelling manner (both written and verbal) |  |  |  |  | **X** |
| **Learning Agility** | | | | | |
| **Behavioral Indicators** | **1** | **2** | **3** | **4** | **5** |
| 1. Treats unclear problems, situations, or tasks as a learning opportunity rather than an obstacle |  |  |  | **X** |  |
| 1. Builds on previous experiences and connects current with past learning to expand own thinking |  |  |  | **X** |  |
| 1. Seeks out informal or formal mentors to support own development needs |  |  |  | **X** |  |
| 1. Takes on challenging assignments that may be unfamiliar and require new technical skills or competencies |  |  |  | **X** |  |
| 1. Stays abreast of new technology trends and can quickly integrate new technology into own work |  |  |  | **X** |  |
| **Results Orientation** | | | | | |
| **Behavioral Indicators** | **1** | **2** | **3** | **4** | **5** |
| 1. Displays resilience and persistence to achieve results |  |  |  |  | **X** |
| 1. Anticipates and proactively addresses challenges that might impede achievement of objectives and results |  |  |  |  | **X** |
| 1. Often goes beyond expectations in order to achieve desired results |  |  |  |  | **X** |
| 1. Regularly seeks performance feedback from others and applies this to develop self |  |  |  | **X** |  |
| **Teamwork** |  |  |  |  |  |
| **Behavioral Indicators** | **1** | **2** | **3** | **4** | **5** |
| 1. Volunteers support and assistance to colleagues |  |  |  |  | **X** |
| 1. Participates in knowledge sharing efforts by sharing resources, comprehension, best practices, and experiences with colleagues |  |  |  |  | **X** |
| 1. Seeks opportunities to collaborate with colleagues |  |  |  |  | **X** |
| 1. Makes commitments to colleagues and keeps those commitments |  |  |  |  | **X** |
| 1. Builds a cohesive and productive team |  |  |  |  | **X** |
| 1. Fosters teamwork and leadership development within the clinical informatics staff |  |  |  |  | **X** |

***Supervisory Competencies***

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **People Management** | | | | | |
| **Behavioral Indicators** | **1** | **2** | **3** | **4** | **5** |
| 1. Proactively identifies future staffing needs based on internal promotions and external hires |  |  |  |  | **X** |
| 1. Effectively partners with Manpower and Personnel to maintain a pipeline of highly qualified candidates and ensure the MTF achieves all of its objectives |  |  |  |  | **X** |
| 1. Consistently identifies and hires strong candidates that perform well on the job |  |  |  |  | **X** |
| 1. Provides individuals with resources (e.g., tools, time, information) so that they can be effective |  |  |  |  | **X** |
| 1. Clearly defines roles and responsibilities of all direct reports to ensure that all objectives can be achieved |  |  |  |  | **X** |
| 1. Defines and clearly communicates performance expectations to direct reports |  |  |  |  | **X** |
| **Talent Development** | | | | | |
| **Behavioral Indicators** | **1** | **2** | **3** | **4** | **5** |
| 1. Discusses career and development goals with direct reports and provides them with an understanding of potential career options |  |  |  |  | **X** |
| 1. Monitors informatics staff activity and overall performance; reviews skill assessment results regularly to determine appropriate learning and development options |  |  |  |  | **X** |
| 1. Assigns direct reports to tasks/activities based on their expertise, skills, availability, and development needs |  |  |  |  | **X** |
| 1. Creates learning experiences out of successes and failures |  |  |  |  | **X** |
| 1. Identifies and creates appropriate opportunities for cross-functional training experiences to support direct reports’ development within the informatics organization |  |  |  |  | **X** |

***Leadership Competencies***

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Strategic Alignment/Mission Focus** | | | | | |
| **Behavioral Indicators** | **1** | **2** | **3** | **4** | **5** |
| 1. Prioritizes the MTF informatics team’s goals based on MTF, RMC, and MEDCOM strategic goals and mission |  |  |  | **X** |  |
| 1. Communicates the mission and vision in a clear and compelling way with written materials and in interaction with others |  |  |  |  | **X** |
| 1. Develops and executes the informatics vision, strategy, and operational tactics for the MTF; in doing so, ensures alignment with RMC and MEDCOM strategy |  |  |  | **X** |  |
| 1. Ensures informatics policies and practices align with and support the goals, objectives, and key success metrics of individual work centers within the MTF |  |  |  | **X** |  |
| **Resource Management** | | | | | |
| **Behavioral Indicators** | **1** | **2** | **3** | **4** | **5** |
| 1. Generates budgets, goals, and detailed operating plans to achieve all informatics objectives for the MTF |  |  |  |  | **X** |
| 1. Uses informatics staff resources efficiently (highest and best use) across all projects |  |  |  |  | **X** |
| 1. Follows defined budget development, allocation, and monitoring processes |  |  |  |  | **X** |
| 1. Balances short-term and long-term priorities when allocating informatics resources |  |  |  |  | **X** |
| 1. Proactively addresses operational issues that have a potential impact on budget |  |  |  |  | **X** |
| 1. Collaborates with regional informatics leaders on resource sharing strategies |  |  |  |  | **X** |
| **Change Management** |  |  |  |  |  |
| **Behavioral Indicators** | **1** | **2** | **3** | **4** | **5** |
| 1. Communicates the value of clinical informatics systems and tools to facilitate stakeholder knowledge, understanding, and, ultimately, support for clinical informatics |  |  |  |  | **X** |
| 1. Helps key stakeholders understand changes (e.g., systems, processes, behaviors) that are required |  |  |  |  | **X** |
| 1. Develops a compelling case for change that includes the negative consequences/implications of not changing |  |  |  |  | **X** |
| 1. Positively recognizes others when they respond favorably to change |  |  |  |  | **X** |
| 1. Utilizes DOTMLPF framework for change management to ensure local and enterprise integration |  |  |  |  | **X** |

**Technical Skills**

**Target proficiency level definitions**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Level 1** | | **Level 2** | **Level 3** | **Level 4** | | **Level 5** | | | | |
| **No Application**  Does not demonstrate or has limited opportunity to demonstrate the behavior | | **Aspiring**  Is not yet at the learning level for this capability, but aspires to begin demonstrating the behavior | **Learning**  Proactively working to develop the behavior through study, experience or exposure | **Demonstrating**  Consistently and deliberately exhibiting the behavior in a variety of settings or situations over a period of time | | **Role Modeling**  Exhibiting mastery of the behavior; often modeling for others to emulate and teaching others how to develop the behavior | | | | |
| **MS Office Suite** | | | |  | |  |  |  |  | |
|  | | | | **Target Proficiency Level** | | | | | | |
|  | | | | **1** | | **2** | **3** | **4** | **5** | |
| 1. **MS Office: Excel –** Uses and operates Microsoft Excel as a spreadsheet tool to calculate/analyze data and create charts and graphs | | | |  | |  |  | **X** |  | |
| 1. **MS Office: Power Point –** Uses and operates Microsoft PowerPoint to create presentations and other collateral materials | | | |  | |  |  | **X** |  | |
| 1. **MS Office: Word –** Uses and operates Microsoft Word as a word processor tool to create, edit and format text documents | | | |  | |  |  | **X** |  | |
| **Clinical Systems** | | | |  | |  |  |  |  | |
|  | | | | **1** | | **2** | **3** | **4** | **5** | |
| 1. **AHLTA –** Understands the system's overarching functionality and purpose as a component of the DoD EHR.  Is able to speak to the system’s limitations and help shape its evolution to ensure it is meeting end users’ needs. | | | |  | |  |  | **X** |  | |
| 1. **CHCS –** Understands the system's overarching functionality and purpose as a component of the DoD EHR.  Is able to speak to the system’s limitations and help shape its evolution to ensure it is meeting end users’ needs. | | | |  | |  |  | **X** |  | |
| 1. **ESSENTRIS –** Understands the system's overarching functionality and purpose as a component of the DoD EHR.  Is able to speak to the system’s limitations and help shape its evolution to ensure it is meeting end users’ needs. | | | |  | |  |  | **X** |  | |
| 1. **ICDB/Carepoint –** Understands the system's overarching functionality and purpose as a component of the DoD EHR.  Is able to speak to the system’s limitations and help shape its evolution to ensure it is meeting end users’ needs. | | | |  | |  |  | **X** |  | |
| 1. **MAPS Tools (Dragon, Asutype, OneNote) –** Understands the tools’ overarching functionality and purpose as a supporting component of the DoD EHR. Is able to speak to the tools’ limitations and help shape their evolution to ensure they are meeting end users’ needs. | | | |  | |  |  | **X** |  | |
| **Other** | | | |  | |  |  |  |  | |
|  | | | | **1** | | **2** | **3** | **4** | **5** | |
| 1. **Clinical/business process analysis and reengineering –** Understands and speaks to the purpose and value clinical/business process analysis and reengineering brings to improving processes and workflows | | | |  | |  |  | **X** |  | |

**Critical Prior Experiences**

1. Bachelor’s degree or equivalent (required)
2. Master’s degree in Informatics, Nursing, Computer Science, Public Health, or comparable fields (required)
3. Registered Nurse or Licensed Physician (M.D. or D.O.) (preferred)
4. Clinical experience (required)
5. Exposure to military work environment (preferred)
6. Experience with EHR or HIT systems (preferred)
7. Lean Six Sigma green belt certification (preferred)
8. DOD medical experience (preferred)
9. Project Management, Governance, Acquisition, and Leadership experience (preferred)
10. Informatics experience (required)