



JOB POSTING

Manager, Clinical Informatics (RAI & PointClickCare)

Location: Ina Grafton Gage Home Long Term Care

At Ina Grafton Gage Home (IGGH), managed by Michael Garron Hospital of Toronto East Health Network, we are committed to supporting our residents “Experience life to the fullest with the highest quality of service and compassionate care”.

Job Description

Title: Manager, Clinical Informatics (RAI & PointClickCare)

Department: Quality & Data Analytics

Reports To: Executive Director

Status: Non-Union Leadership Position

Compensation

\$88,160–\$110,000 per year

Compensation will be competitive and commensurate with experience and expertise, recognizing the specialized leadership and technical scope of this role.

Position Summary

The Manager, Clinical Informatics provides organizational leadership for the interRAI Long-Term Care Facilities (interRAI LTCF) assessment system and electronic health record, PointClickCare. The position is suited to a leader with deep expertise in either interRAI or clinical informatics, with the expectation to build complementary capability across both domains. It leads governance, quality, integrity, and optimization of resident assessment and clinical data, ensuring accurate documentation, high quality care

planning, compliance with provincial and national reporting requirements, and enhancement of culture of data and evidence informed continuous improvement. The Manager also provides leadership to interdisciplinary teams and contributes seasoned expertise to strengthen clinical practice, data use, and system maturity across the organization.

The position is accountable for the implementation and oversight of interRAI LTCF processes and ensures the effective use of data to support clinical decision-making, quality improvement, funding accuracy (Case Mix Index), and regulatory compliance. It is the designated organizational lead accountable for the integrity, oversight, and compliance of the interRAI LTCF program, in alignment with requirements under the Fixing Long-Term Care Act, 2021.

The position is also accountable for optimizing the use of PointClickCare (PCC) as the organization's electronic health record to enable standardized clinical workflows, real-time documentation, clinical decision support, and data-driven quality improvement. This includes leading system configuration, workflow alignment, and adoption strategies to ensure PointClickCare functions as an enabler of high-quality, efficient, and person-centred care.

Key Responsibilities

1. Program Leadership – interRAI LTCF

- Provide strategic and operational leadership for the interRAI LTCF assessment program
- Establish standards for assessment completion, coding accuracy, and care planning integration
- Oversee assessment schedules including admission, quarterly, annual, and significant change assessments
- Ensure interRAI assessments support person-centred care planning and interdisciplinary practice
- Act as the organizational authority and designated lead for RAI LTCF, ensuring compliance, data integrity, and inspection readiness

2. Data Integrity & Clinical Informatics

- Monitor and maintain data quality and accuracy for interRAI LTCF submissions
- Lead processes to validate and audit assessment data prior to submission to the Canadian Institute for Health Information (CIHI)

- Leverage PointClickCare (PCC) reporting and analytics tools to monitor clinical performance and documentation quality
- Ensure alignment between interRAI LTCF data, PCC documentation, and observed clinical practice
- Develop integrated data validation processes linking PCC documentation audits with interRAI coding accuracy
- Analyze and interpret:
 - Quality Indicators (QIs)
 - Risk Adjusted Quality Indicators
 - Case Mix Index (CMI)
 - Clinical Assessment Protocols (CAPs)
- Translate data insights into actionable recommendations

3. Funding Optimization & Performance Monitoring

- Monitor and optimize Case Mix Index (CMI) trends
- Ensure documentation practices support accurate funding representation
- Utilize dashboards and performance reports using PointClickCare and other data sources

4. Quality Improvement & Clinical Practice

- Integrate interRAI data into Quality Improvement Plans (QIPs)
- Utilize PointClickCare to embed quality improvement into daily workflows (e.g., triggers, care pathways, prompts)
- Lead workflow redesign initiatives to improve care delivery and efficiency
- Enable frontline teams to use PCC as a real-time clinical decision support tool
- Support improvements in resident outcomes, risk management, and care planning

5. Education & Capacity Building

- Provide coaching and education to RAI Coordinators and interdisciplinary teams
- Build competency in assessment accuracy, documentation standards, RAI data interpretation, and effective use of PointClickCare
- Develop super-user capacity and internal champions

6. Regulatory Compliance & Inspection Readiness

- Ensure compliance with the Fixing Long-Term Care Act, 2021 and related regulations
- Lead readiness for Ministry inspections
- Provide expert support during audits and inspections

7. Leadership & Collaboration

- Provide leadership and direction to nurses responsible for interRAI coding
- Partner with leadership and interdisciplinary team
- Lead a Clinical Informatics / PointClickCare Optimization Committee
- Collaborate with IT, other internal and external partners, and vendors to support system optimization and analytics
- Contribute to organizational strategic priorities

8. Electronic Health Record Optimization (PointClickCare)

- Lead optimization and governance of PointClickCare (PCC)
- Standardize workflows, documentation, and care planning processes
- Oversee configuration of templates and assessments, flowsheets, decision support tools and interdisciplinary workflows
- Identify gaps between documented care and actual practice
- Improve data usability, reduce duplication, and streamline documentation
- Monitor adoption, compliance, and effectiveness of PCC enabled workflows

Qualifications

Education

- Bachelor's degree in Nursing
- Master's degree, particularly in the field of health informatics, preferred
- **Licensure**
 - Current registration in good standing with the College of Nurses of Ontario
- **Experience**
 - 5 to 7 years of progressive clinical leadership experience in long-term care or seniors' care

- Advanced knowledge of interRAI LTCF / interRAI and/or demonstrated expertise in clinical informatics and EHR optimization (preferably PointClickCare)
- Experience in quality improvement, data analytics, and performance management
- Demonstrated ability to lead practice change and system adoption

Core Competencies

Clinical & Technical

- interRAI expertise
- Case Mix Index analysis
- Quality indicator interpretation
- Clinical documentation standards
- EHR optimization
- Workflow design and standardization
- Clinical decision support

Leadership

- Systems thinking
- Change management
- Data-driven decision making
- Team development

Operational

- Program leadership
- Performance measurement
- Regulatory compliance

Key Performance Indicators

- interRAI submission accuracy and timeliness
- Data validation and audit performance

- Case Mix Index stability/improvement
- Quality indicator performance trends
- Inspection outcomes
- Adoption and effective use of PointClickCare (PCC)
- Reduction in documentation gaps and duplication
- Alignment between interRAI data, PCC documentation, and practice
- Measurable workflow and efficiency improvements

We are committed to ensuring our hiring practices are equitable, inclusive, and privacy conscious. Any personal information collected or processed is handled in accordance with the Personal Information Protection and Electronic Act (PIPEDA) and our internal privacy policies. We strive to be diverse, inclusive, fair, equitable and accessible by addressing barriers and promoting dignity and respect for all. If you require accommodation at any time during the recruitment process, please contact the hiring manager at kmanji@iggh.org

Please submit applications to Karim Manji at kmanji@iggh.org