

## Quality Improvement Decision Support Specialist (“QIDSS”) (40 hours/week, Permanent)

### Who we are:

Langs is an organization with deep roots in community development and a proven commitment to improving access to care for those most in need. Building on decades of trusted, community-responsive service, Langs now serves as the lead agency for the Cambridge and North Dumfries primary care expansion funding. Working in close collaboration with the Cambridge and North Dumfries Ontario Health Team, the Primary Care Network, and four local Family Health Organizations, Langs is helping to advance a coordinated, system-wide approach to primary care. Together, we are focused on strengthening access and continuity of care by attaching more than 9,000 patients to primary care within the next year—responding directly to the evolving needs of our growing community.

### What we are looking for:

We are currently recruiting for a Quality Improvement Decision Support Specialist (QIDSS) to support Langs’ primary care expansion across Cambridge and North Dumfries, in partnership with local Family Health Organizations (FHOs) and Family Health Teams (FHTs). While employed by Langs, the QIDSS works closely with partner sites to lead quality improvement, performance measurement, data management, and reporting activities that support high-quality, equitable, and continuously improving primary care.

The QIDSS collaborates with physicians, allied health professionals, administrative teams, and system partners to strengthen data collection and use, enhance EMR and digital health practices, and support data-informed decision-making. A strong focus of this role is building capacity across the network to support accountability, sustain improvement, and align quality initiatives with organizational and funder priorities.

### A successful candidate in this role would have

- University degree in a related discipline (Business Administration, Statistics, Health Sciences, Epidemiology or Information Management) or equivalent education and experience
- Demonstrated expertise in data quality and clinical information management best practices
- Knowledge of applicable privacy and confidentiality policies and laws regarding the collection and use of health information.
- Understanding of primary care and interdisciplinary team-based approaches to health care delivery
- Experience working across multiple primary care settings such as FHOs, FHTs, or CHCs, and collaborating with a range of clinical and administrative professionals.
- Demonstrated proficiency in quantitative and qualitative analysis and report writing skills
- Strong applied knowledge of one or more EMR/EHR systems currently in use in Ontario
- Advanced knowledge of MS Excel; Vision, Access, SQL, Chart Runner, Crystal Reports etc. will be an asset, and/or a demonstrated capacity to learn similar packages quickly
- Sound knowledge of performance improvement techniques and practices used in healthcare settings, process redesign and system implementation experience
- Highly effective communication, presentation and interpersonal skills
- Proven ability to develop and maintain strong relationships with partners
- Ability to handle a variety of concurrent assignments and to work independently
- Must have own vehicle and a valid Ontario driver’s license

### In this role you will be expected to complete the following tasks

- Lead quality improvement, performance measurement, and reporting activities to support Langs’ primary care expansion across partner FHOs, FHTs, and the CHC.
- Coordinate expansion reporting requirements, including collecting, validating, and consolidating data from multiple partner sites into funder-ready submissions.
- Apply quality improvement methodologies (e.g., PDSA, Lean, Model for Improvement) and change management approaches to help partner sites meet performance targets.
- Work closely with the CND OHT Project Manager to support project timelines, deliverables, and cross-site coordination related to the expansion.
- Serve as the primary liaison between Langs and partner FHO/FHT sites, building strong working relationships with physicians, administrative teams, and site leads.
- Provide hands-on, on-site support and training to partner sites related to data collection, reporting, EMR use, and quality improvement initiatives.
- Prepare clear reports, dashboards, and presentations for Senior Leadership, the Board, funders, and system partners, identifying risks, gaps, and improvement opportunities.
- Perform benchmarking, trend analysis, and environmental scans in collaboration with system partners to inform decision-making and guide improvement initiatives.
- Support partner sites in optimizing EMR configurations (e.g., PS Suite, Accuro, OSCAR) to ensure accurate and consistent capture of required data.
- Build and maintain EMR queries, templates, and standardized tools to support reporting, quality improvement, and accountability across the network.
- Identify data gaps, workflow challenges, and system limitations, and work with digital health and EMR specialists to implement practical solutions.
- Support the use of digital health tools (e.g., Ocean for eReferral, online booking, and patient engagement) as enablers of quality improvement and efficient data capture.
- Contribute to onboarding and ongoing supervisory support for expansion-funded staff, including orientation to reporting, quality improvement, and project expectations.
- Represent Langs at relevant local, regional, and sector-level meetings and working groups related to the primary care expansion as required.

### The successful candidate would be eligible for the following benefits pro-rated to hours worked:

- Starting Salary of \$40.29-\$45.09 hourly (\$83,798-\$93,795 Annually)
- 3 Weeks paid vacation, with an increase to 4 weeks after 1 year of employment
- 15 Sick/Personal Days per year
- 10 Professional Development days per year
- Enrolment in Healthcare of Ontario Pension Plan (HOOPP)
- Comprehensive Extended Health and Dental Care Plan including a \$1000 Healthcare Spending Account.

Candidates are asked to submit detailed cover letter along with their resume by June 7, 2026.

Candidates requiring accommodation to participate should contact Human Resources to communicate any accommodation needs.

This job posting is for an existing or expected vacancy within our organization.

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