

November 22nd, 2022

Position Overview

In a Primary Care Network (PCN), a group of family doctors and Alberta Health Services coordinate health services for patients. The Highland PCN includes the communities of Airdrie, Beiseker, Carstairs, Crossfield, Didsbury, and surrounding areas. The Highland PCN encompasses 24 clinics, 71 physician members and serves over 70,000 patients. A number of health care professionals work closely with physicians to support patient care.

The Improvement Facilitator supports the Highland Primary Care Network (PCN) Medical Home. Working under the direction of the Director of Clinical Operations, the incumbent will support the development / implementation of quality improvement / change management at multiple levels, working collaboratively and be a champion for change. The Improvement facilitator will work closely with PCN Leadership and staff / clinicians, family physicians, clinic managers, proactive office encounter technicians, and other relevant partners / stakeholders to meet key objectives / outcomes.

This position requires a strong knowledge of the primary health care system, quality improvement, change management, as well as skills that include:

- Reflective practice (e.g., applies professional QI / evaluation standards, undertakes an ethical approach in the work) and exercises sound judgement.
- Technical practice (e.g., working knowledge of different electronic medical records (EMRs), quantitative methods, QI, Prosci).
- Interpersonal practice (e.g., relationship building, effective communication, negotiation, conflict resolution, collaboration, and attention to diversity).
- Situational practice (e.g., attending to diversity and a range of interests, issues, and contextual circumstances of the PCN).
- An ethical approach to the work, discretion, and independent thought.

The Improvement Facilitator will use a range of approaches and skills to impact outcomes such as quality care, access, and team-based comprehensive care, continuity of care, proactive care and patient experience.

Accountabilities and Responsibilities

Planning and Coordination:

- Recruit / identify clinics / teams to participate in key initiatives / activities (e.g., implementation of the patient's medical home (PMH), which includes conducting assessments, building capacity for improvement, strengthening panel and continuity workflow/processes, enhancing organized evidenced-based care, and strengthening patient-centered care)
- Conduct readiness assessments and create implementation / work plan for key initiatives / activities
- Coordinate, implement, and evaluate key initiatives / activities
- Work with medical home staff, Proactive Office Encounter Technicians (POETs), physicians, HPCN health team members participating in QI activities to refine work processes and identify / maintain / strengthen best practices.
- Work with leadership and clinics, physicians, team members to develop targets and integrate key activities into the overall design of key initiatives and/or tactical plan
- Work collaboratively, build trusting and positive relationships with colleagues and stakeholders (e.g., clinics / physician members POETs, TOP, EQUIP)

Capacity Building:

- Supports the orientation of POET's
- Conducts training, needs assessments related to elements of the patient's medical home (e.g., access, quality improvement, panel, and continuity, organized evidenced based care, patient-centered care)
- Prioritizes, anticipates, and assesses QI needs of clinic staff, POETs, physicians, or health management team members and provides applied experience in adult learning research and practices to develop training materials / resources / techniques and/or identify corresponding learning opportunities and/or qualified trainers to support knowledge building and skill development among clinic staff, POETs, physicians, health management team members, etc.

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- Organizes and assists in the planning, coordination, facilitation, and evaluation of learning sessions (trainings/webinars) – including curriculum development, agenda setting, attendance monitoring, and session/workshop facilitation
- Arranges/facilitates collaborative coaching calls with clinic staff, POETs, physicians, health management team members

Technical Support for Quality Improvement:

- Ensures adherence to AH policy, including the HIA and PIA as they relate to data sharing agreements, data transfer, and record retention

Qualifications and Experience

- Bachelor’s degree or equivalent in health sciences or related field
- At least two years relevant project management and QI experience
- Training in project management, quality improvement and change management (Prosci / ADKAR) preferred
- Proficiency working in electronic medical records (EMR) preferred - PS Suite, Med Access, Wolf, Accuro, Ava
- Clinical improvement facilitator certification or practice facilitation education is an asset
- Proficiency with Microsoft Word, Excel/Data Analysis Programs, PowerPoint
- Valid driver’s license and own vehicle as travel is required
- Fully vaccinated against Covid-19

Abilities, Knowledge, and Skills

- Interest in and knowledge of primary health care
- Ability to manage several projects/activities at one time and comfortable with adapting to change or emerging organizational needs
- Ability to create strong, positive working relationships with people at all levels of the organization; supports team building and engages teams.
- Works effectively as part of a team and independently
- Strong communication and presentation skills, training/meeting facilitation
- Excellent spoken, written, evaluation/research, analytical and time management skills
- Excellent coordination skills, including multitasking and setting priorities on work assignments
- High degree of independence, flexibility, initiative, and commitment
- Ability to work effectively with diverse population both internally and externally
- Demonstrated awareness and value of cultural competence

Apply

Please submit your resume and cover letter, **stating salary expectations and job posting number**, in confidence to recruitment@hpcn.ca

Please note that only candidates who are selected for an interview will be contacted. We thank all other candidates for their interest.