

Practice (QI) Facilitator

Detailed Job Description

It takes an outstanding team to deliver exceptional care.

Hello, we're the South Calgary Primary Care Network. We are change makers, innovators and community builders. We are a uniquely Alberta approach to primary care delivery. We are a group of inter-professional teams and need you to be part of the movement to bring innovative primary health care programs and services to the residents of south Calgary. Our network of family doctors and allied health care professionals are some of the best around. Pair that with our top-notch administrative team and you have an unstoppable force leading the way in primary health care – a powerhouse for developing the inventive programs our population needs and deserves. Join us as we change the landscape of primary health care for generations to come.

COMPANY OVERVIEW

Established in February 2006, the South Calgary Primary Care Network (SCPCN) includes the areas south of Anderson Road to the southern, western, and eastern city limits. Our vision is to lead optimal personal and community wellness. And our commitment to south Calgary residents continues to be the building of a sustainable, patient-centred Medical Home. Located in the fastest growing area in Calgary, the SCPCN now has over 261 member doctors at 63 clinics.

POSITION OVERVIEW

The Practice (QI) Facilitator is responsible for the implementation of the Medical Home and CII/CPAR in SCPCN member clinics. Aspects include panel identification, maintenance and management; ASaP screening and prevention programs; EMR standardization, advanced EMR usage and quality improvement projects. This role is responsible for providing subject matter expertise, support to the clinic staff, and advice on how best to implement new quality improvement and practice processes through mentorship and coaching.

The Practice (QI) Facilitator is a natural relationship builder between member physicians, their teams and South Calgary Primary Care Network. The Facilitator will consistently use their skills in Health Change Methodology, Model for Improvement, and change management in their relationship management internally and externally. They will be able to translate complex technical information from a variety of sources and illustrate how it supports member physicians and their teams to reach clinical practice goals.

WHAT YOU WILL ACHIEVE IN THIS ROLE

- Promote and implement Medical Home initiatives
- Build and maintain trust and collaborative team relationships with member physicians and their teams to effectively contribute to SCPCNs goals and Medical Home objectives
- Guide and coach clinical staff in using panel identification and management processes
- Formally meet with each clinic at least monthly to discuss successes, barriers, and ongoing QI activities.
- Meet with each physician in the assigned clinic at least once a quarter.
- Support the development EMR standardization and advanced EMR usage initiatives
- Collaborate with key stakeholder groups to inform the implementation of Medical Home initiatives, including identifying issues and potential solutions.
- Assist teams with quality improvement and organizational goals through subject matter expertise, facilitation, problem solving, decision making and conflict management skills
- Collaborate with clinic staff to customize workflow processes for supporting screening and prevention activities
- Develop knowledge base of successful facilitation and quality improvement tactics, and apply these learnings with member clinics
- Promote ACTT, ASaP, IHI knowledge transfer related to quality improvement strategy
- Facilitate deployment and completion of patient and provider surveys (via iPad stands and survey links)
- Using the maturity models, assess member physicians and clinics, and work with Practice Facilitator Lead to develop roadmaps based on gaps between target and actual maturity levels
- Understanding and interpretation of HQCA reports and other health system utilization documents and the ability to translate data into valuable practice level QI projects
- Support the roll out of the physician and clinic engagement (PACE) program
- Any other related responsibilities not detailed here but that could be reasonably expected

WHAT YOU BRING TO THIS ROLE

Education/Certification

- Bachelor's degree in a related field (preferably a health discipline)

Experience

- Minimum three years' experience in change management or QI principles and methodologies
- Preference will be given to candidates with primary care EMR experience, including a focus on:
 - Application of clinical pathways into an EMR workflow
 - Data capture and extraction capabilities of the provincial EMRs (Wolf, MedAccess, Practice Solutions, Accuro, or other EMR systems)
 - Mentoring or training users on EMR advancement through usage and standardization
 - Experience with EMRs in an administrator or super-user role would be an asset
- Previous experience as a coach, mentor, or facilitator would be in asset
- Experience working with family physicians and primary care teams in a professional and confidential manner
- A combination of education, experience and expertise may be considered

Core Competencies

- Working knowledge of medical terminology, ASaP maneuvers, conflict management and quality improvement frameworks
- Persuasive personality with excellent communications skills
- Demonstrated ability to manage and lead changes by inspiring clinical staff
- Team building skills to motivate and inspire health care team to improve clinical practices
- Understand and promote QI methods and principles
- Strong attention to accuracy & detail
- Communicate effectively and constructively, orally and in writing
- Self-directed, with a demonstrated ability to work in a fast-paced, dynamic environment that requires flexibility and balancing of competing priorities
- Ability to work independently and as part of a team
- Takes initiative through appropriate action and anticipating organizational needs
- Objectivity and integrity to seek and weigh opinions and evidence – compromising where necessary on ways and means but not on principles or goals
- Problem solving to see multiple ways of tackling a problem and think “outside the box”
- Diplomacy and tact in dealing effectively with colleagues and stakeholders
- Understands and supports the value of team-based care

Apply directly at [Careers | South Calgary Primary Care Network \(scpcn.ca\)](https://www.scpcn.ca/careers)

