
Primary Care Practice Facilitator (PF)

Primary Care Network/Program:

Reporting Relationship:

Primary Care Network Overview

Purpose & Scope of the PF Role

Practice Facilitators (PFs) play a key role in transforming Alberta's health system and are positioned to assist clinics through their journey toward becoming a Patient's Medical Home (PMH). PFs are clinic-level resources who are supported by a physician champion and other change agents to catalyze clinic-level changes. PFs help our member physicians and clinical teams improve patient care by introducing changes, encouraging teams to improve, coaching teams through process changes, and reducing effort of change.

Qualifications and Requirements

Equivalent combination of education, experience and expertise may be considered.

- Undergraduate degree or equivalent.
- 5 years' experience in a healthcare related sector (2 years' experience working in primary care preferred).
- Experience with project management, quality improvement and facilitation.
- Proficiency using one or more of the major EMRs in Alberta.
- Proficiency with Microsoft Office products.
- Valid driver's license with access to a reliable vehicle for travel.

Skills

- Communicate effectively and constructively, orally and in writing.
- Able to work as part of a team, demonstrating trust, respect and integrity.
- Self-starter, able to take initiative and anticipate organizational needs.
- Objective and able to represent opinions and evidence fairly.
- Ability to manage conflict with diplomacy and tact.

Duties & Responsibilities or Work Performed:

1. Develop professional relationships with clinic teams, physician leaders/champions, PCN staff, and provincial peers/support programs.
2. Work with physician champions to engage clinic teams in pursuing the Patient Medical Home (PMH) Model of Care and current provincial/zone/PCN objectives.
3. Broker relationships across clinics, PCNs, zones and with provincial programs to build awareness and coordinate efforts in advancing PMH implementation.
4. Help others understand and work towards key initiatives that advance PMH and integration within the Health Neighbourhood.
5. Understand clinic team goals for improvement and connect their ideas to the PMH model.
6. Introduce provincial quality improvement opportunities, programs and supports to clinic teams.
7. Work with a physician champions, motivate and inspire clinic teams to take action.
8. Leverage clinic team member diversity and structured approach to change (Model for Improvement) to achieve clinic goals towards PMH implementation.
9. Build quality improvement capacity in clinic teams and other PCN staff members.
10. Champion and support the implementation of quality improvement measures within clinics to sustain improvements.
11. Facilitate PCN measurement and evaluation needs with clinic teams.
12. Support and encourage clinic teams to share their improvements and lessons learned with other clinics in the PCN, zone and province.

Working Conditions

- Occasional evening and weekend hours are required.
- Frequent travel to member clinics within the PCN and occasional travel to zonal or provincial location