

Posting: Primary Care Network Change Management Lead

Background:

Divisions of Family Practice are an innovation in health care in BC, designed to support and advocate for family physicians, increase primary health care capacity and improve patient health outcomes. The Central Island Division (CIDFP) of Family Practice is a non-profit organization governed by a board whose members are primarily family physicians (GP) and Nurse Practitioners (NP) in the Parksville, Qualicum Beach, and Port Alberni geographic areas.

A Primary Care Network (PCN) is a clinical network of local primary care service providers located in a geographical area, with patient medical homes (PMHs) as the foundation. A PCN is enabled by a partnership between Divisions of Family Practice and health authorities, local First Nations, and community patient representatives (Collaborative Services Committee – CSC). The CSC is currently establishing a PCN in the Oceanside area.

Shifting primary care practices towards greater use of team-based care and a networked approach is a significant change that requires change management activities to support.

Job Title:	Change Management Lead, Primary Care Network
Reports to:	PCN Manager
Status:	Contractor
Hours:	Up to 37.5 hours hrs per week, with some flexibility required to support early morning and evening meetings.
Term:	1 year, with strong possibility of renewal
Pay rate:	Competitive in the local, related market
Closing Date:	August, 7, 2020 or until a suitable candidate is found.

Position

The role of Primary Care Network Change Management Lead is to ensure that the key deliverables set out in the Primary Care Network Service Plan are completed. Reporting to the PCN Manager, the Change Management Lead will provide and engage in a wide range of activities, including but not limited to:

- Clinical service model development, including transition to team-based models of care and development of team workflows, protocols, and integration within family physician (GP) practices, and nurse practitioner (NP) practices
- Supporting and facilitating cross provider service delivery
- Recruitment and training for GPs, NPs, nursing, and allied health providers

- Integration of allied health providers and nursing professionals as approved within the service plan
- Patient engagement
- Community partner engagement
- Communications, including public awareness, advertising, and marketing
- Engagement with Indigenous Health organizations
- Evaluation
- Attachment process through the centralized provincial waitlist once operational
- Nurse practitioner integration

Note: This list is not intended to be understood as a final list of all duties, responsibilities and skills required. Duties and responsibilities may vary or change depending upon Primary Care Network needs and/or Steering Committee directives.

Specific Accountabilities

The Change Management Lead will work on contract from their home office, attend regular meetings, perform job-related duties in the geographic area, as well as potentially attend out of region meetings. Attendance at early morning or evening meetings will be required. The incumbent will hold a valid BC driver's license, have access to a reliable vehicle, and have a personal computer and cell phone to use for business purposes.

Qualifications

- University degree is preferred in a discipline related to project management, social sciences, healthcare, business administration or organizational design – or equivalent combination of education and experience.
- Minimum 5 years' experience in working in primary care or a related field
- A working understanding of primary care workflows, EMRs, service models, and team-based care

Desired Skills and Experience

- Experience and knowledge of change management principles
- Ability to clearly articulate messages to a variety of audiences
- Ability to establish and maintain strong relationships
- Organized with a natural inclination for planning strategy and tactics
- Problem solving and root cause identification skills
- Must be a team player and able to work collaboratively with and through others
- Understanding of the healthcare system, primary care and residential care context.
- Flexibility and the temperament and skills to manage change in a rapidly evolving community health initiative.



- Knowledge of the BC healthcare system and experience in managing projects focused on the primary care sector and working with family physicians is an asset.
- An understanding of local primary care services in the Central Island Region.
- Ability to work independently as well as work closely in a supportive capacity with the PCN Manager, administrative support, clinic staff, and PCN Steering Committee.
- Cultural awareness and competency

Submit resumes with cover letter to: oceansidedofphiring@gmail.com