

Job Description: PCN Change Lead

Central Okanagan (CO) Primary Care Network plan was approved by the Ministry of Health and supported by the General Practice Services Committee in efforts to create an integrated system of care.

The CO PCN will work towards networking health services, supporting patient medical home development, improving team-based care, and finding primary care providers for unattached patients in the Central Okanagan.

Contract Summary

The PCN Change Lead contributes to the implementation of the PCN. The Change Lead will collaborate with the larger CO PCN Team and the PCN Steering Committee to facilitate and roll out the CO PCN Service Plan. Supports PCN implementation and change management in one or more CO communities. The PCN Change Lead consults with communities for the successful implementation of the PCN Service Plan through facilitation, coaching and resolving barriers.

Key Responsibilities & Duties

Supports the Operationalization of the PCN Service Plan

- Identifies and supports change initiatives to enable the successful roll-out of the CO PCN towards its overall vision and goals.
- Provides leadership for the ongoing operations of the Primary Care Network including working with Divisions of Family practice, Interior Health, Primary Care Providers, Aboriginal Partners and community agencies
- Establishes operational procedures/resources as required for the sustainability of PCN operations within the clinic environment
- Collaborates and Communicates with Key Stakeholders such as setting communication work flows and initiating clinic feedback process
- Incorporates approaches that meet the needs and style of specific communities
- Applies learning in subsequent implementations
- Provides feedback to the tactical planning and the development of structured change management plans.
- Collaborates with and supports First Nations communities in networking health services, recommending solutions and promoting well-being.
- Recommends solutions that meet the needs of the providers and patients

Team-based Facilitation and Collaboration

- Leads and facilitates groups and mediates conflicts.
- Encourages collaboration and problem-solving to overcome challenges to implementation
- Facilitates learning, team development, and in-office coaching.
- Facilitates and inspires self-management principles in interactions and processes.
- Overcomes barriers and resolves problems through exploring the concerns, discussing risks and benefits and providing recommendations on the issue.
- Focuses on building strong and trusted relationships with and among stakeholders.

Quality and Process Improvement

- Reviews and debriefs implementation process within clinics
- Contacts clinics regularly, researches challenges and brings forward potential solutions to the PCN team
- Identifies and recommends changes to implementation processes based on findings and feedback from clinics

Primary Care Provider Support

- Works with assigned clinics to support the integration of PCN staff and other PCN-related activities (e.g. Quality Improvement, team-based care education)
- Supports primary care providers with developing quality improvement skills and approaches for practice improvement.
- Supports the adoption of best practice by researching innovations in change management theory, process, tool development, and implementation, specifically for Primary Care Networks, Patient Medical Homes and self-managed care teams.

Establishes a high personal standard of performance by actively participating in other duties as assigned and in learning and development opportunities.

The work is largely unstructured and requires an adaptable, creative approach to engaging stakeholders. Successful outcomes require the Change Lead to work independently and in partnership with various teams across CO. The position requires travel to various office sites across the CO.

Qualifications

- A bachelor's degree in Adult Education or related discipline
- A minimum of three (3) years of related experience in change management, project management, or organizational development.
- Or an equivalent combination of education and experience
- Formal training in Coaching from a recognized Coach Training Institute considered an asset.
- Experience working with indigenous peoples/communities is considered an asset.

Preferred Skills and Abilities

- Excellent interpersonal and teamwork skills.
- Ability to think critically, conceptualize issues, and systematically address them.
- Ability to establish rapport with all levels of health care professionals, including management, peers, and clients.
- Ability to coach individuals and facilitate teams using a coaching philosophy.
- Knowledge of adult education principles and learning practices within a large, complex environment.
- Ability to develop skills in others, identifying and accommodating learning styles and situations
- A high level of flexibility and the ability to adapt and respond to differing needs and priorities.
- Superior written and verbal communication abilities with the ability to apply appropriate techniques and approaches to a wide range of audiences
- Knowledge and understanding of primary care settings, the health care system and the complexity of the environment.