|  |
| --- |
| **Primary Care Network – Change Lead** |
| Reporting to the steering committee, the PCN Change Lead will play a vital role in supporting the community’s transition to an integrated system of primary and community care by supporting change management and the development of team-based care. IN partnership with the Comox Valley Division of Family Practice, the First Nations Health Authority and the Island Health team, this role will work to help implement an integrated system of primary and community care by: * Advancing the Primary Care Network’s progress and learning related to cultural safety and humility;
* Promoting patient relationships and support with local Indigenous health organizations (knowledge of local Indigenous communities in the Comox Valley an asset);
* Fostering relationships;
* Supporting change management from the governance to the clinic level;
* Completing current state needs and readiness assessments;
* Building awareness of the need for change;
* Conducting stakeholder analysis and management;
* Co-creating shared purpose to help create readiness for change;
* Engaging physicians and other health care providers to mobilize energy for change;
* Developing formal and distributed leadership for new ways of working;
* Creating the foundations and knowledge for change;
* Leading training sessions to build capability; and
* Working within patient medical homes to provide coaching and advisory services for point-of-care teams on how to manage change and develop team-based care.

Key Accountabilities* Fosters change across complex organizations through the development of partnerships, relationships and networks across the system.
* Promotes evidence-informed practice with consideration of the local culture and context.
* Provides virtual and on-site consultative coaching, mentorship and appropriate quality improvement training (methodology, tools and processes) to program participants and project teams, based on their needs.
* Builds engagement and participation with key stakeholders for improvement work with campaigns, social media strategies, or other innovative and creative initiatives.
* Facilitates strategies that will enable participants and project teams to apply improvement science, engagement strategies and change management theory to achieve project aims and/or targets.
* Facilitates development and/or delivery tools to support implementation of evidence-based practice including quality improvement tools, resources, learning curriculum, topic materials, web-based tools and related resources to build capacity and drive quality improvement.
* Works on all phases of project management (including, but not limited to: coordinating meetings; project planning; privacy impact assessments; ethics/CME applications; evaluation and monitoring of deliverables; presenting to internal and external audiences; preparing reports).
* Some travel in the province required.

Qualifications* A level of education, training or experience equivalent to a Bachelor’s degree with equivalent experience plus five (5) years recent, related experience with quality improvement methodologies (Model for Improvement, LEAN, Six Sigma, Positive Deviance), techniques (measurement, learning models, change management theory, influencing techniques) and tools (process mapping, Ishikawa diagrams, PDSA cycles, run and control charts).
* Formal quality improvement, change management and/or innovation training/education and certification (BC Quality Academy, IHI Improvement Advisor Certificate, green or black belt in Lean or Six Sigma, certification from the American Society for Quality or International Society for Quality Improvement) is an asset.
* Experience as a participant or leader on quality improvement teams, preferably focused on healthcare.
* Practical experience in managing multiple and complex projects.
* Values diversity and difference, operates with integrity and openness.
* Works across boundaries, looks for collective success, listens, involves, respects and learns from the contribution of others.
* Understanding of the analytical requirements of measurement for improvement.
* Always curious and seeks out innovation.
* A strategic thinker with the ability to synthesize evidence and align multiple ideas and strategies to develop new insights and approaches to change.
* Ability to use coaching and facilitation skills effectively in the application of change theory.
* Ability to use a variety of styles and tactics appropriate to the context to influence thinking, attitudes and behaviors.
* Ability to challenge the status quo and suggest radical alternatives yet able to operate successfully within a large organization and remain credible with leaders at all levels.
* Ability to understand and process complex issues, systems and the interconnectedness of the BC health care system.
* Communication skills for delivering key messages to a range of stakeholders both internal and external to the organization.
* Ability to make decisions autonomously, when required, on difficult issues, working to tight and often changing deadlines.
* Ability to anticipate obstacles, use logic to make conclusions and develop an appropriate course of action.
* Ability to work with key stakeholders to identify their expectations and shared objectives.
* Experience in team dynamics, including ability to mentor participants in successful team management.
* Knowledge of the provincial and Canadian health care system is preferred.
 |