Job Title: **Practice Improvement Technology Coordinator**  
Employer: Chilliwack Division of Family Practice  
Location: Chilliwack, Agassiz-Harrison, and Hope Local Health Areas  
Hours: Full time  
Start date: As soon as possible

**The Opportunity**

Work and make a difference in your community. The Chilliwack Division of Family Practice is a non-profit society that represents family physicians in Chilliwack, Agassiz, Seabird Island and Hope. We also have nurse practitioners, medical residents, and medical students as associate members. Our members provide primary care services from Chilliwack to Boston Bar and we strive to improve health care services for patients by supporting an engaged and collegial medical community.

The position works as part of the Chilliwack and Fraser Health Rural Primary Care Network (PCN) team. The vision of the PCN an integrated, collaborative community-based system for health that ensures seamless and coordinated care for patients.

The Practice Improvement Technology Coordinator’s role is to ensure family practices in our Division are using the technology and systems required to meet the Primary Care Network’s goals, strategies and reporting needs. The role will be focused on ensuring providers have the health technology/information management knowledge and tools which enable a seamless and coordinated experience for patients.

This position is full-time and involves working in the Division office, throughout our region, and remotely; and at times may include early morning and late evening meetings.

**Job Tasks:**

* Lead and support the implementation of new technologies/systems into family practices;
* Work with and support family practices with privacy and security audits;
* Problem-solving and troubleshooting IM/IT issues for Division staff and members;
* Providing excellent and courteous support to family practices;
* Monitoring infrastructure, identifying risks and issues and taking preventative action to ensure business continuity;
* Manage the deployment, monitoring, maintenance, development, upgrade, and support of IM/IT systems including computers, laptops, printers, phones, monitors and tablets related to Division activities, programs and clinics;
* Provide recommendations and advice regarding IM/IT and digital health governance, strategy, planning/design and decision-making;
* Develop and document policies, processes and procedures;
* Provide training to Registered Nurse in Practice (RNiP) positions on the use of Practice EMR (in cases where the Practice does not have internal resources to provide this);
* Provide technology support to RNiP positions;
* Provide IM/IT support as required by the Practice to meet requirements of the GPSC Team Charting Agreement;
* Support practices to adopt and comply with provincial Privacy standards;
* Support practices to collect and report on data required for Ministry of Health PCN reporting;
* Liaise with appropriate partners to support broader IM/IT training and change management for practices;
* Support Health Authority integration of information into practice EMRs;
* Work as part of the Chilliwack and Fraser Health Rural Primary Care Network project team.

**Job Requirements/Qualifications:**

* Minimum 2+ years experience in a related IT role;
* Diploma in Computing, IT, or related field;
* Familiarity with OSCAR required, Wolf and Profile an asset;
* Ability to work independently;
* Ability to multitask and prioritize with a high level of organization;
* Traveling to family practices located in our region to provide IT services;
* Knowledge of the health care system;
* Demonstrated ability to train others;
* Demonstrated ability to work collaboratively and as part of a team.
* Willingness to learn about First Nations, M*é*tis and Inuit communities.

Please apply, including resume and cover letter to [chilliwackdfp@divisionsbc.ca](mailto:chilliwackdfp@divisionsbc.ca) with the posting title in the email subject line. The posting is open until the position is filled. We thank all applicants for their interest in this position, but only those applicants who will be interviewed will be contacted.

**ABOUT US**

**Vision:** Extraordinary health care by engaged family practice providers.

**Mission:** To empower family practice providers to deliver, in partnership, access to longitudinal, comprehensive health care.

**We Value:**

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| * Autonomy * Accountability * Equity * Collaboration | * Responsiveness * Sustainability * Transparency * Wellness |