Position Summary

The Improvement Facilitator plays a key role in health transformation by assisting family physician practices with improvement towards the pillars of the patient-centered medical home model. The role includes working with physicians and clinical and non-clinical staff to advance their work processes related to patient access, patient attachment, panel management, use of Electronic Medical Record (EMR) software, patient screening, chronic disease management, and care planning.

The Improvement Facilitator will also provide day to day administrative support to the Bighorn Primary Care Network including booking patient appointments, managing waiting lists, answering the phone, and other administration duties.

Examples of Major Duties & Responsibilities:

- Engage and develop relationships with primary health care teams and family physicians
- Facilitate awareness and understanding of the concept of the patient-centered medical home and the associated pillars for improvement including team-based care, panel management, preventative care, and enhanced patient access
- Assist teams in clinic role identification and development of associated work processes in order to promote efficiency and patient-centered care
- Support ongoing team meetings, reinforcing improvement concepts, objectives, and methods
- Assist with the ongoing identification of improvement opportunities
- Mentor and coach clinic staff to implement new/redesigned processes
- Support efforts to maximize the use of EMR software and other documentation systems in identifying patients who require care intervention, care coordination and/or preventive health screening
- Facilitate strategies that will enable clinic teams to gather data and report on process and outcome measures
- Work with PCN support team members within the Alberta Medical Association in order to ensure knowledge of best practices and to attain support as required
- Support and facilitate improvement within BH PCN clinical teams through participation on the BH PCN Quality Improvement Team and working directly with BH PCN team members
- Provide day to day administration support to the BH PCN clinical teams
- Booking & managing patient waiting lists
- General office support and coordination.
Improvement Facilitator
Full-Time Permanent Position

Required Skills & Abilities:

- Ability to develop rapport with physicians and other health providers
- Facilitation, problem solving, decision making and conflict management skills
- Excellent organizational and time management skills with ability to balance multiple competing priorities
- Communicate effectively and constructively, orally and in writing
- Proficiency in using Microsoft Office applications
- Understanding of primary health care delivery organizations (including family physician practices) in Alberta
- Demonstrated ability to manage change
- Ability to work independently and as part of multiple teams
- Respect for privacy and confidentiality and the ability to reflect these principles in work processes
- Professionalism, diplomacy, and tact in dealing effectively with colleagues and stakeholders
- Demonstrates a desire to continuously improve professional skills and organization practices

Education / Experience

- Experience, knowledge or training in change management, improvement methods and quality improvement principles and their practical application as related to primary health care
- Previous experience as a coach/mentor and/or facilitator and experience working with family physicians, primary care teams, and/or other primary care practices is preferred
- A combination of education, experience, and expertise may be considered

To apply for this position, email your cover letter, resume, and professional references to careers@bighornpcn.com. You can also apply in person at 138 Athabasca Avenue Hinton, AB T7Z 2A4

The Bighorn PCN thanks you for your interest in this position, however, only those selected for an interview will be contacted.