Position: Quality Improvement Facilitator (QIF)  
*Medical Home*

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<th>Job Posting ID:</th>
<th>QIF0207</th>
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<td>Employment type:</td>
<td>Permanent, Full-time (1.0 FTE, 40 hours per week)</td>
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| Location: | Edmonton West Primary Care Network (EWPCN)*  
❖ The EWPCN Central Office is located inside Meadowlark Health & Shopping Centre: this is a partially decentralized position working in various medical clinics throughout Edmonton; primarily in west and southwest neighborhoods. As you may visit multiple clinics within a workday, a valid driver’s license and access to a vehicle is required. |

Objective

When we optimize the Medical Home, our physicians are empowered to provide better primary care to our patients. Quality Improvement Facilitators (QIFs) support the Medical Home of our family physicians through building a strong presence in clinic to create buy-in and develop robust plans for quality improvement.

About the Edmonton West Primary Care Network

With a mission to support family physicians in improving primary care through relationships, collaboration and innovation, Primary Care Networks (PCN) are groups of family doctors who work with other health professionals to coordinate the comprehensive delivery of primary care services for their patients. Our team of health professionals include Nurses, Dieticians, Pharmacists, Behavioural Health Consultants, Social Workers and Exercise Specialists who collaborate to provide comprehensive primary care services for the community.

Qualifications

- Bachelor’s Degree (Degree related to a health sciences field is an asset)
- Driver’s license and access to a vehicle to travel between clinics
- Police Information Check including Vulnerable Sector Check
- Experience working with electronic medical records (EMR) is an asset

To better support our patients and physicians, we are focusing on the patient-centered Medical Home model of team-based care. As part of our unified Medical Home team:

❖ You use your excellent written and verbal communication skills to influence change
❖ You are patient-centered and act with integrity, respect and compassion, including high self-awareness pertaining to confidential information as per the Health Information Act
❖ You like the idea of working in a variety of medical clinics, have excellent time management skills and the ability to prioritize and multi-task
❖ You are flexible and collaborative with strong follow-through and attention to detail
❖ You are computer-savvy and use research to guide your decision making and recommendations

Providing the best primary care to our community.
Primary Duties and Responsibilities

**Quality Improvement:**
- Assessing physician readiness for change, current state of practice and developing recommendations for improvement
- Developing quality improvement plans per physician/clinic
- Collecting, analyzing, and sharing data for improvement

**Project Management:**
- Create operational workplans based on principles of quality improvement and various models
- Provide leadership and direction to various stakeholders to assist them in understanding, utilizing and implementing process improvement strategies and methodologies
- Own the creation and implementation of quality improvement projects throughout the project lifecycle (i.e. gaps analysis, planning, creating buy-in, implementation, training, follow-up and continuous improvement)
- Manage multiple priorities and timelines at once

**Knowledge Translation:**
- Using evidence-based information to improve healthcare outcomes
- Educating stakeholders (including physicians, clinic staff, EWPCN staff) on EMR usage and quality improvement best practices

**Communication:**
- Building relationships with internal and external stakeholders
- Working as a team with Quality Improvement Facilitators, Panel Coordinators, EWPCN staff and clinics

**Administration:**
- Data entry; ability to produce reports
- Research, evaluate and interpret data to make informed recommendations
- Travel between clinic locations as required: it is expected that QIFs spend approximately 75% of their time in clinic, and 25% of their time at the Central Office.

**Electronic Medical Records:**
- Have a good working knowledge of all EMR systems used within EWPCN member-clinics
- Work with Panel Coordinators to assess what’s working, not working, and create plans to improve EMR data

**Medical Home:**
- Improve physician practice and enhance patient care
- Keep abreast of screening criteria and protocol

**Personal Leadership:**
- Ensure that high quality clinical care is provided by working collaboratively within a team-based practice in a primary care setting
- Represent the Medical Home team on EWPCN Board Committees and on other EWPCN or Zone Committees as appropriate

**Applications**

To apply, please send your resume and cover letter to Megan Maltman, Human Resources Coordinator at human.resources@ewpcn.com by July 26, 2019.

Thank you for applying to the Edmonton West Primary Care Network!