



The Sherwood Park Primary Care Network is a group of health care professionals and administrative staff who work with you and your Doctor to help you live well. Our caring team provides education and support for managing chronic diseases and mental health concerns, while providing access to specialists and services all within your local community.

The SPPCN is currently looking for an experienced practice facilitator, with experience in Primary Care interested in advancing their career in Quality Improvement in the health care sector. The SPPCN is adding a newly created role of **Quality Improvement Lead** to the organization. This is an ideal opportunity for the right person to bring their leadership and program development skills to the SPPCN in order to grow and develop the QI program through program assessment, standardizing processes, collaboration with Physicians and staff and building capacity with clinics and interdisciplinary teams.

**Permanent 1.0 FTE - 38.75hrs/week**

**Schedule may include evenings and work in both Sherwood Park and Fort Saskatchewan offices, as well as travel to member clinics in the SPPCN's region**

**SPPCN provides a comprehensive compensation package**

#### **POSITION SUMMARY**

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Reporting to the SPPCN Clinical Manager, the Quality Improvement (QI) Lead is a key role that engages with physicians, clinical staff and the SPPCN Quality Improvement team to develop and implement Quality Improvement plans in support of the advancement of the Patient's Medical Home (PMH) model. In a collaborative role, the QI Lead assesses clinic readiness for QI, adapts plans based on the clinic and ensures ongoing measurement and evaluation of QI initiatives. The QI Lead must build strong relationships with a variety of stakeholders and provides SPPCN leadership with best practice QI information and resources.

#### **KEY RESPONSIBILITIES**

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Include, but are not limited to the following:

##### **Program Leadership and Development**

- Lead the development and regular review of standardized operating procedures across the program
- Standardize processes, improve stakeholder satisfaction and meet identified requirements and deliverables
- Monitor effectiveness of current practices and realign to meet organizational needs as required
- Contribute to SPPCN business planning relating to QI

##### **Quality Improvement**

- Develop, recommend, and implement Quality Improvement plans based on clinic priorities, in alignment with SPPCN and pan PCN priorities
- Build capacity for continuous quality improvement with clinics and interdisciplinary teams
- Provide advice, support and input to SPPCN leadership and team members on Quality Improvement best practises
- Develop tools and protocols where necessary for QI initiatives. Implement and monitor practice change methodologies appropriately using clinical practice and outcomes measures
- Adapt process improvement methodologies to a primary care environment
- Determine the clinical practice improvement tools that are appropriate within a variety of contexts
- Determine what tools will support the understanding of clinical improvement processes within primary care clinics
- Participate in quality improvement meetings both with the PCN zone and within SPPCN

##### **Practice Facilitation**

- Facilitate practice improvement strategies with member physicians and clinics for improving the quality and provision of care for the practice's population
- Adapt QI plans based on clinic teams, and identify appropriate change implementation models to achieve clinic goals towards PMH optimization. Assess physician current state of practice and readiness for change.

**Physician and Clinic Staff Engagement**

- Conduct Physician and clinic staff engagement in collaboration with the SPPCN's Clinical Manager through in-person visits, email, telephone or virtually
- Engage with and understand clinic team goals for improvement as well as current PCN, zone and provincial objectives
- Engage physician and clinic staff to participate in quality improvement activities such as CII CPAR
- Responsible for aligning local, PCN and zonal quality improvement objectives in designated physician member clinics
- Establish and maintain positive relationships with internal and external contacts, including physicians, and community agency representatives.

**Measurement, Evaluating and Reporting**

- Facilitate routine data collection and reporting within clinics, and all QI projects to align with Schedule B priorities
- Reports on progress towards strategic and continuous quality improvement initiatives to the Quality Improvement Team

**EDUCATION & EXPERIENCE**

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- Degree in a Health Care related field preferred. Business or related education may be considered.
- Five years of Quality Improvement and/or Practise Facilitator experience in a health care-related setting required. Primary Care Network experience preferred.
- Equivalent education and experience may be considered.
- Practice Facilitator training completed through ACTT a benefit
- Lean Six Sigma, Prosci, (or other Change Management designation) or IHI certification an asset
- Experience in process improvement tools and methodologies, and change management in a health care setting preferred

**SKILLS & ABILITIES**

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- High level interpersonal abilities including written and verbal communication skills
- Fosters a collaborative work environment
- Able to work proactively, effectively, and independently in a complex changing environment
- Strong computer skills in MS Word, Excel, Outlook, virtual meeting platforms and Electronic Medical Record systems
- Proven problem solving and critical thinking skills
- Able to develop and maintain effective relationships
- Able to work as part of a team, demonstrating trust, respect and integrity

**OTHER OCCUPATIONAL REQUIREMENTS**

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- A current and clear Police Information Check and Vulnerable Sector Check is required
- A valid driver's license and access to a vehicle for travel to various stakeholder locations

**APPLY TODAY**

**This job posting will close no later than October 6, 2022. We thank all candidates who apply, however only those selected for an interview will be contacted.**