



20150408

Reports To Fraser Northwest Division Executive Director

Job Summary: Reporting to the Fraser Northwest Division Executive Director and supporting the GP4ME Physician Lead and the GP4ME Program Manager, the Attachment Hub Coordinator oversees the process of matching patients who do not have a Family Physician to Division member Family Physicians accepting patients.

1. JOB DESCRIPTION

1. Planning

- a. Participates in the design, prototyping, testing, improvement, and operation of processes, documentation, and tools necessary for the operations of the Attachment Hub

2. Day to Day Activities

- a. Communicates with family physicians, primary care clinics, local hospitals, and other healthcare professionals and health organizations
- b. Acts as the public face of the division for attachment inquiries
- c. Communicates with the public on attachment status and availability
- d. Coordinates patient referrals from multiple sources to the Attachment Hub and from the Attachment Hub to primary care destinations
- e. Oversees liaison with family physicians and nurse practitioners to determine ongoing capacity for accepting new patients
- f. Follows up with family physicians and nurse practitioners after patient attachment to ensure process has been successful
- g. Updates and maintains a registry of family physicians accepting new patients
- h. Updates and maintains a registry of patients seeking attachment with family physicians and nurse practitioners
- i. Updates and maintains a database of meta-data on patient attachments
- j. Collects, updates, and maintains anonymous data on patients who have been attached to family physicians and nurse practitioners
- k. Prioritizes patient attachments based on predetermined criteria
- l. Outreach to community family physician clinics to explain the Attachment Hub, its process, and operations
- m. Maintains ongoing communication with local primary care organizations to determine changing attachment capacity and needs
- n. Ensures that data is maintained according to privacy standards
- o. Assists with the preparation and design of improvement tools and modifies based on feedback



- p. Supports and monitors quality improvement cycles with members of the working groups

3. Communication

- a. Keeps all stakeholders informed about the progress of the project
- b. Develops and build on relationships with key stakeholders including member family physicians, partner health organizations, and key personnel at local hospitals

4. Monitoring & Reporting

- a. Tracks project progress according to project plan, monitors and reports on the status of the project
- b. Prepares and presents monthly report on progress, problems and recommended solutions of the project for the steering committee
- c. Compiles workload measurement statistics; gathers information, files or other material required for meetings or reports.
- d. Maintain accurate and up to date documentation on trial and improvement processes

2. QUALIFICATIONS

Education

- At the minimum, a High School diploma or graduation equivalency degree (GED)
- Medical Office Assistant certificate or diploma obtained from a post-secondary clinical program strongly preferred

Experience

- Previous medical office administration experience with a minimum of five years work experience in a medical office setting

Preferred Skills

- Telephone Etiquette, Customer Service, Oscar EMR, Microsoft Office, Time Management