

Job Description: PCN Project Lead

Central Okanagan (CO) Primary Care Network plan was approved by the Ministry of Health and supported by the General Practice Services Committee in efforts to create an integrated system of care.

The CO PCN will work towards networking health services, supporting patient medical home development, improving team-based care, and finding primary care providers for unattached patients in the Central Okanagan.

Contract Summary

The PCN Project Lead provides the process, structure, documentation and evaluation tools for the implementation of the project. The Project Lead will collaborate with the larger CO PCN Team and the PCN Steering Committee to facilitate and roll out the CO PCN Service Plan.

Responsibilities and Duties

Operationalizing the Primary Care Network

- Provides structured support for the implementation and ongoing operations of the Primary Care Network including working with Divisions of Family practice, Interior Health, Primary Care Providers, Indigenous Partners and community agencies
- Supports PCN implementation and change management in one or more CO communities.
- Identifies and supports change initiatives to enable the successful roll-out of the CO PCN towards its overall vision and goals.
- Supports strategic and tactical planning and the development of structured change management plans.
- Establishes operational procedures/resources as required.
- Collaborates and Communicates with Key Stakeholders
- Recommends solutions that meet the needs of the providers and patients
- Supports the PCN Ops Group (POG) to ensure CSC's deliverables for the fiscal reporting and evaluation requirement are being achieved and reported.

Project Management

- Under the direction of the PCN Steering Committee, provide project management that includes:
 - establishing operational structure and operational plan,
 - developing an implementation plan,
 - considering risks and barriers and mitigation plans
 - establishing timelines and structure for evaluation and reporting
- Develops milestones, communication and reporting mechanisms.
- Ensures all stakeholders receive relevant and timely updates and communication
- Assesses barriers to project implementation and advises of issues with recommended solutions

Quality and Process Improvement

- Assists in the selection and monitoring of performance indicators at the local level. Prepares reports as requested.
- Ensures tools, manuals and process documentation are developed
- Participates in identifying opportunities for improvement in processes to facilitate access and improved quality of care for populations served by the PCN(s).
- Creates evaluation processes for implementation based on approved criteria, analyzes and reports on implementation

Establishes a high personal standard of performance by actively participating in other duties as assigned and in learning and development opportunities.

Qualifications

- Bachelor's degree in a relevant health or administrative field.
- A minimum of five (5) years previous collaborative community development / project management.
- Or an equivalent combination of education and experience
- Experience in successful health care initiatives of similar complexity an asset.
- Knowledge of Primary Health Care, Community Care, Acute Care and Population Health an asset.
- Knowledge or experience with electronic health record systems an asset.

Skills and Abilities

- Experience in integrated service delivery design, project management, implementation and evaluation.
- Excellent written and oral communication skills.
- Ability to work in a collaborative work environment with multiple stakeholders.
- Collaborative and distributed leadership and supervisory ability.
- Ability to manage conflict.
- Experience initiating changes and improvements, including skills in workplace re-engineering within a Quality Improvement (QI) environment.
- Ability to manage and prioritize work in a dynamic and changing environment.
- Strong organizational, decision making and problem solving skills.
- Ability to develop Policy & Procedures.
- Respect for and ability to promote cultural diversity.
- Excellent interpersonal and teamwork skills.
- Ability to think critically, conceptualize issues, and systematically address them.
- Ability to establish rapport with all levels of health care professionals, including management, peers, and clients.
- Highly self-directed, independent and able to collaborate and work as part of a self-managed team.
- Ability to multi-task and demonstrate flexibility and adaptability for changing needs/priorities.
- Ability to independently solve problems and make decisions within the scope of the position.