

## PCN Coordinator in the Cowichan Primary Care Network

*Application Deadline: Sep 8, 2020 by 24:00 (12 am)*  
*Submit to [Carla Bortoletto](mailto:cmbortoletto@gmail.com): cmbortoletto@gmail.com*

---

Employer:	The Cowichan Primary Care Network – via the Cowichan Division of Family Practice
Employment Type:	Contracted position
Contract Length:	18 months, Full-Time
Remuneration:	To be discussed
Anticipated Start:	As soon as we can make it possible
Workplace Culture:	Fun! Also, hardworking, inclusive & invested in ongoing learning, self-reflection & building multi-cultural awareness

COVID-19: Working from home can be discussed, meeting attendance is expected and will be planned using safe-distancing protocols. Virtual meeting options are used when it makes sense to do so.

### More about us...

The Cowichan Primary Care Network (PCN) is currently in start-up. This phase follows years of planning and engagement across partners including: Island Health, The Division of Family Practice, First Nations Health Authority, local First Nations, Métis, other Indigenous organizations, and community providers. The intention of the PCN is articulated in our service plan as follows:

- The Cowichan PCN will enable unattached patients in Cowichan to secure a Primary Care Provider and receive culturally safe care, it will facilitate the right care at the right time, and will provide a structure that will allow for changes and growth to meet the changing needs of the population in Cowichan.
- Cowichan PCN's Vision and Value Proposition reflect the nature in which we work and the way that we view the PCN developing and growing: "Building on local ideas and strengths through inclusion, communication and co-ordination".

Our values focus on wise and quality driven care; a community of care, a great place to live and work, patient self-determination, a patient's family and community, cultural safety and humility, innovation, and sustainability. All these attributes are necessary for the Cowichan PCN to improve the health outcomes of our community members

### Position Overview

This contracted position drives the implementation of team-based care for primary care providers across Cowichan. The PCN Coordinator brings a wealth of facilitation, change management, and team-based care expertise to the Cowichan PCN Implementation Team. Working with the team, this position will be responsible for coordinating and implementation related activities. As part of this work, this

position also plays a critical role in the successful implementation of the Health Connect Registry and patient attachment processes planned for the Cowichan PCN. Your extensive understanding of primary care patient flow processes and your ability to build relationships with primary care providers will help us to create a system where 1) primary care providers trust that they can indicate there is space on their panels without being overwhelmed; and 2) patients can find a primary care provider who will provide longitudinal care. This position also facilitates the link between the evaluation framework and related quality improvement activities. As the Cowichan PCN is being implemented, we hope to remain adaptable. This position will work closely with the evaluation and PCN Implementation teams to ensure we are responsive to our learning and evaluation findings throughout implementation.

What you will achieve in this role:

- Goal: Team members work well together to provide safe, effective patient-centred healthcare. How this role can help...
  - Exercises their extensive experience with primary care and the fee for service model to provide training and orientation to all team members
  - Exercises their extensive experience with primary care and the fee for service model to support fee for service physicians to optimize their billing and care processes under the primary care network
  - Works with the Practice Support Program to facilitate events and team workshops that raise collective awareness (all team members) around the team-based care model, including optimizing the scope of practice of each team member
  - Exercises their extensive experience with Electronic Medical Records (specifically Med Access) to support a team approach to patient documentation, information transfer, data collection at the provider level, and aggregate reporting on behalf of the PCN
  - Facilitates and supports a community of practice for primary care medical office staff across the Cowichan communities
- Goal: The Health Connect Registry is successfully implemented and effectively managed and utilized over time. How this role can help...
  - Responsible for implementation of the Health Connect Registry as an integral part of the Cowichan PCN
  - Assists in the patient flow processes and communications that shape the attachment clinic and the health connect registry as primary points of client attachment to a care provider
  - Nurtures a strong, trusting relationship with existing primary care providers across Cowichan communities to help identify attachment capacity
  - Collaborates with key stakeholder groups to develop and align registry communications
  - Provides feedback related to the overall Health Connect Registry in order to facilitate ongoing enhancement
  - Designs a sustainable process that enables the Cowichan PCN to maintain the registry beyond the lifespan of this role
- Goal: As the Cowichan PCN is being implemented, we put our best foot forward and remain adaptable so that we can provide for the best chance of success. How this role can help...
  - Works closely with the evaluation team to identify key measures and methods of data collection

- Assists in timely data collection, analysis, interpretation, and communication of findings
- Is responsible for ensuring evaluation findings are considered in the development of new PCN quality improvement activities
- Works as an active and consistent member of the PCN implementation team to identify activities that improve the health of the Cowichan PCN
- Leads specific quality improvement projects as they are identified and prioritized by the PCN implementation team

What you bring to this role:

- Preferred Education, Training and Experience:
  - Bachelor's degree or equivalent experience, preferably in a health discipline
  - Facilitation and adult education
  - Change-management and project management in the health sector
  - Cultural safety and humility
  - Team-based care practices in a health environment
  - Evaluation and quality improvement
  - Microsoft Office suite of tools for collection and presentation of information
  - Understands the culture of primary care providers, and has a natural ability to establish rapport with health care professionals
  - MSP fee for service billing practices in BC and other administrative work in a primary care medical office
- Preferred Skills and Abilities
  - Works respectfully, knowledgeably, and effectively with primary care providers
  - Is dedicated to continuous cultural learning and generally, to lifelong learning
  - Has a natural curiosity and ability to listen and synthesize information quickly
  - Translates global principles and values to ground-level practical activities
  - Plans, coordinates and inspires positive change
  - Can motivate and inspire health care teams
  - Exercises strong interpersonal skills and works collaboratively with all personality types
  - Communicates effectively and constructively, in both verbal and written forms
  - Is highly self-directed and independent

*A combination of education, experience and expertise may be considered.*