# Primary Care Network (PCN) Manager

## The Organization

The PCN is a network of local primary care service providers working together to meet the needs of the population. It is a partnership between the First Nations Health Authority, local First Nation(s), Métis, Inuit and other Indigenous organizations, Division of Family Practice (DFP), Health Authority, other community providers and patient partners. Strategic direction and oversight for the PCN is provided by the PCN Steering Committee.

## Role Summary

In unison with other PCN Mangers and PCN staff the PCN Manager supports the implementation and on-going operation of the PCN as directed by the PCN Director and as outlined in the Ministry of Health approved PCN Service Plan. The PCN Manager oversees the implementation of approved PCN projects and initiatives in collaboration with the VDFP, Health Authority staff, Patient Medical Home (PMH) programs/services, primary care providers (including Fee for Service Physicians), and community agencies/organizations. The PCN Manager is responsible for initiating and supporting ongoing quality improvement and change management activities, and establishing and supporting evaluation processes.

## Duties and Responsibilities

**Leadership**

* Supports the mission, vision, values, policies/procedures and strategic priorities of the PCN.
* Demonstrates and promotes a commitment to cultural safety and humility within the PCN.
* Oversees implementation of patient engagement strategy to ensure the inclusion of patient voices within and across the PCN.
* Actively participates in the effective governance and function of the PCN by providing administrative and proactive strategic support to the PCN Steering Committee and working groups, and by ensuring effective engagement of all partners and people impacted by the PCN.
* Leads quality improvement and evaluation activities; including access and quality of care for populations served by the PCN.
* Oversee implementation of primary care initiatives, goals and objectives within the PCN which includes working with Patient Medical Home (PMH) programs/services, other primary care providers, Health Authority, community agencies, and other stakeholders.

**Program Management & Reporting**

* Project management of approved PCN projects and initiatives.
* Supports effective change management and works closely with change management resources available.
* Promotes PSP supports such as panel management and advance access training for providers.
* Establishes operational policies and procedures as required to ensure consistent practice across the PCN.
* Develops and recommends capital and operating budget plans for services within the program
* Identifies clinical and organizational opportunities for analysis, investigation and improvement.
* Contributes to reporting to the Ministry, General Practice Services Committee and other stakeholders, as required.

**Engagement**

* Contributes to the development and execution of a coordinated multi-stakeholder engagement plan.
* Ensures collaborative engagement with a variety of multi-stakeholder groups and nurtures partnerships with First Nations, Métis and Inuit partners, patient partners and families, physicians, other primary care providers, allied health professionals and community organizations.
* Liaises with the Ministry, GPSC and PCN across the province, as required.
* Participates in relevant community-based meetings on a regular basis.
* Represents the PCN at various local and regional/provincial meetings.

**Strategic Communications**

* Develops communications plan to meet the needs of healthcare providers, partner organizations and other stakeholders within the PCN.
* Assesses and responds to emerging communication needs of the network.
* Carries out risk assessment and issues management for the PCN.
* Proactively creates strategies to respond to sensitive issues and reflect change management principles.