

**CAREER OPPORTUNITY**  
**Practice Coach, Prince George Division of Family Practice**

The successful candidate will join a dynamic practice coaching team, working to support Family Physicians to provide high quality care and to adapt their practices to the changing environment of Primary Care. We are looking for an individual who has passion and skills in quality improvement, facilitation, and change management. The ideal candidate will have experience working in the health care field.

**Key responsibilities:**

- Coach/support practices through change, focussing on team function, effective use of the EMR, efficient work flow, and processes to address issues of access, complex care, transitions in care etc.
- Provide coaching and facilitation support based on the individual needs of clinic practices.
- Assist practice teams with the concepts and skills required for continuous quality improvement.
- Provide facilitation and coordination of group learning sessions, clinic workshops, etc.
- Collaborate with partners in developing assessment tools, including testing, implementation, and evaluation.
- Work with Physician practices to initiate and coordinate local data collection and analysis related to measuring progress of improvement work.
- Contribute to the development and maintenance of effective relationships with the Division team and Division members, as well as various stakeholders, in particular Northern Health.

**The ideal candidate will possess the following qualifications, skills and attributes:**

- Undergraduate degree in Health Services (eg. Health Sciences, Nursing, Social Work etc), Health Information Management, Business Administration, or an equivalent combination of education, training, and experience.
- Two- to five-plus years of experience in a healthcare role or clinical practice role, ideally related to clinical workflow process redesign and practice processes.
- Excellent coaching/facilitation skills and strong conflict resolution skills.
- Excellent interpersonal and communication skills with demonstrated ability to build rapport and work with multiple stakeholder groups.
- Experience working with Physicians.
- Working knowledge of Electronic Medical Records and eHealth concepts.
- Proven ability to problem-solve complex situations and apply change management principles to a practice.
- Strong project management and business analyst skills and experience with practice change management initiatives.
- Excellent time management and organizational skills; able to use own initiative.

Compensation for this position will be commensurate with qualifications and experience.

Please submit resume and cover letter to:

**Olive Godwin, Executive Director, PG Division of Family Practice [princegeorge@divisionsbc.ca](mailto:princegeorge@divisionsbc.ca).**

**Deadline for Applications: 4:00 pm, February 6<sup>th</sup>, 2019**

We appreciate all applications but will only contact those who will be interviewed.

Please visit our website at [www.divisionsbc.ca](http://www.divisionsbc.ca)

<b>Position:</b> Practice Coach	<b>Reports to:</b> Executive Director <b>Work directed by:</b> Clinical Programs Lead
<b>Current Incumbent:</b>	<b>Date:</b>

**General Accountability:**

The Practice Coach reports to the Executive Director with the daily work guided by the Clinical Programs Lead and the Committee Supporting Primary Care Homes (CSPCH). The Practice Coach is responsible for working with primary care practices to facilitate redesign efforts, supporting their achievement towards improved patient outcomes, increased patient, provider and health care team satisfaction, and efficiency within the practice.

The Practice Coach maintains accountability for the baseline assessment, ongoing facilitation of practice development using quality improvement (QI) methodologies, reporting as well as ongoing assessment of a practice's progress toward desired transformational change.

**Key Responsibilities:**

**Primary Care Redesign (25%)**

- Performs a complete and appropriate assessment of a primary care practice team, their system of care, data and outcomes.
- Assesses practices overall objectives, status, and potential gaps.
- Assesses roles and decision making processes within practices.
- Assists practices in maximizing use of available health information technology resources in order to accomplish improved patient outcomes and increased office efficiency.
- Analyzes data for patterns and trends in care delivery; assists family practices in determining the root causes for specific patient care trends; trains and educates the practice support team to promote good quality practices.
- Convenes, analyzes and makes recommendations to practice team related to workflow re-design to optimize tasks and information flow within the practice.
- Collaborates with Physicians and support teams to develop action plans and identify ways to strengthen team accountability.
- Assesses and documents practice progression throughout the transformation process.
- Provides progress reports to the Executive Director and the Small Attachment Working Group.
- Develops a measurement/performance feedback system to track results and progress towards goals.
- Attends and participates in staff meetings.



### **Quality Improvement and Change Management Support (30%)**

- Identifies, prioritizes and appropriately responds to relevant quality improvement issues arising in team-based family practices.
- Appropriately documents and/or disseminates information related to QI tools used and their outcomes.
- Trains practices in quality improvement processes and assists them in developing proficiency in various QI techniques and methodologies.
- Aids practices in customizing processes to fit their own situation and incorporating the changes in their day-to-day routines, so as to increase the likelihood that the changes will be sustained.
- Helps Physicians and support teams to collect and use measurement data, and assess the effectiveness of changes made.

### **Coaching, Facilitation, Training (40%)**

- Provides on-site coaching to Physicians and staff members.
- Serves as the primary liaison, coach, trainer, facilitator and change agent for practices participating in the Attachment Initiative and provides connection to other internal and external organizational programs/services, as appropriate.
- Helps to implement a collaborative model of quality improvement by serving as mentors and resources to Physicians and their practices.
- Builds relationships with Physicians and their support teams, and develops empathy and understanding for the specific challenges that family practices are faced with.
- Ensures open lines of communication directly between leaders (i.e. Physicians) and Coach.
- Facilitates efficient, effective improvement team meetings. Role models these skills in order that improvement team leaders (i.e. Physicians) will also be able to effectively manage improvement team meetings with increasing independence over the course of time.
- Helps to nurture a culture of leadership at all levels that empowers the family practice team to prioritize their change activities.
- Provides encouragement, accountability, and support to help Physicians build their dream team and practice.
- Acts as a sounding board to help you evaluate ideas and see possibilities and solutions that practices may not otherwise consider.
- Works toward achieving coaching core competencies and applies that when working with practices.
- When appropriate, challenges the practice to increase their appetite for change.



**Additional Duties (5%):**

- Completes special projects as assigned by the Executive Director or Board of Directors.
- Performs other related duties as assigned.

**Working Relationships:**

- The Practice Coach reports to the Executive Director and takes day to day direction from the Clinical Programs Lead in consultation with the Committee Supporting the Primary Care Homes Committee.
- Maintains a close working relationship with the Executive Director to ensure information exchange and provide project updates.

**Executive Directors Signature:**

**Date:**

**Incumbent's Signature:**

**Date:**

## PRACTICE COACH COMPETENCIES

The incumbent is expected to demonstrate these competencies in performance that can be measured and result in positive outcomes.

### Core Competencies:

- **Communication** – Develops rapport, trust and ethical relationships with primary healthcare teams; elicits and synthesizes relevant information and perspectives of colleagues and teams; conveys relevant non-judgmental information to colleagues and teams, both oral and written; develops a common understanding. Able to write detailed reports, executive summaries, policy documents, and other communications.
- **Self - Awareness** - Conducts a self-assessment of competencies and learning needs; pursues continuing professional development in QI theory, methodology, skills, coaching, facilitation and communication; translates new learning into practice; Demonstrates insight into their limitations of expertise via self-assessment; demonstrates effective, appropriate, and timely consultation of other health or QI professional as needed for optimal team support.
- **Problem-solving and decision making skills** – Able to identify problems, solve them and show good judgment. Ability to make sound decisions in various situations and exercise good judgment, with long term sustainable success.
- **Conflict management**– Able to manage and resolve differences and conflict situations in a positive and constructive manner to minimize negative impact to people involved and the Division.
- **Dependability:** Seeks increased responsibility while remaining conscientious, thorough, accurate, and reliable with respect to the organizational goals and the needs of the members and staff. This includes being available and responsive to issues and concerns as they arise.
- **Tact and diplomacy** - Able to exercise discretion, tact and diplomacy in dealing with highly sensitive and confidential matters.
- **Analytical thinking** - Able to reflect and think critically and systematically, and to acquire content and contextual knowledge in order to effectively manage problems and implement solutions.
- **Computer skills** – Proficient in MS Office Suite including, Word, Excel, Outlook PowerPoint, and other office technology.

## Functional Competencies:

- **Coaching** - Effectively facilitates a structured coaching encounter through effective listening, awareness and responsiveness to nonverbal cues; demonstrates use of an empowering approach to build and sustain a culture of improvement within the primary care organization.
- **Collaboration** - Recognizes and respects the diversity of roles, complexity of relationships, responsibilities and competencies of other professionals;
- **Quality Improvement** - Applies QI knowledge, skills and concepts relevant to a practice team's capability (readiness for change) and capacity; demonstrates effective QI problem solving and analysis to improve practice team and care delivery gaps, including interpreting available data and integrating information to generate positive change.
- **Relationship management** – Establishes positive relationships with practice teams that are characterized by understanding, trust and respect, suspension of judgment, honesty and empathy; respects patient/team confidentiality, boundaries, privacy and autonomy; establishes a high degree of trust and credibility with others.
- **Information Management** - Maintains clear, accurate, and appropriate documentation (e.g. written or electronic) of practice team encounters, effectively presents relevant information to teams and Division members using multiple methodologies including informal verbal discussions, oral presentations, written updates and formal written reports.
- **Systems Thinking** – Understands the need to see interrelationships rather than cause-effect chains; is proactive and effectively manages the processes of change; promotes and facilitates organizational learning; is creative and flexible in identifying and evaluating alternatives and anticipates the consequences of actions and responses; future-oriented problem solving and decision making
- **Training** - Collaboratively identifies the learning needs and desired learning outcomes of others (teams, colleagues, etc.); selects effective teaching strategies and content to facilitate the learning of others; Demonstrates effective written and verbal presentation skills; assesses and reflects on a teaching encounter; provides effective feedback to peers and teams through consultative coaching and ongoing mentoring.
- **Negotiation skills and influencing** – Able to understand others' positions and perspectives, and influence others to reach mutually beneficial, impactful and sustainable understanding and solutions.
- **Facilitation skills** – Able to develop collaborative relationships and consensus among diverse stakeholder groups, and to facilitate individual and group problem-solving.
- **Organizing and Planning** – Knows administrative and management principles involved in strategic planning, resource allocation and human resources modeling.



**Required Experience:**

- Familiarity with medical practice operations;
- Management experience and proven ability to plan, supervise and coordinate the work of others;
- Understands the major role population health data plays in the work of the Society;
- Understands basic interpretation of data collected by members and privacy issues related to data collection and sharing.