

Practice Improvement Facilitator (1.0 FTE) Palliser Primary Care Network- Central Office, Medicine Hat, AB

1.0 FTE (approximately 38.75 hours per week)

Location	Medicine Hat, AB – PCN Central Office
Program	<p>You will play a key role in supporting participating Health Homes (Family Physician Offices) across southeastern Alberta to strengthen access, efficiency, and team-based care within the Patient's Medical Home (PMH) model. Working closely with physicians, nurse practitioners, clinic managers, and interdisciplinary teams, you build trusted relationships and collaborate with clinics to identify improvement opportunities implementing practical, evidence-informed solutions tailored to each practice's needs.</p> <p>People love working with you because you are able to explain tricky concepts in a simple way. You are good at reading the room and fostering open communication. On any given day, you may be onsite with a clinic team facilitating improvement discussions, supporting workflow and EMR optimization, or interpreting data to inform decision-making. You serve as a guide and resource, helping teams navigate change, apply quality improvement tools, and sustain meaningful improvements in how care is delivered. Your secret to success is that you manage your time well.</p> <p>The PCN offers a competitive salary, excellent hours of work, paid vacation and personal days, RRSP contribution, and a health flex spending account.</p>
Position	This is a permanent full-time position.
Reports To	Primary Care Network PMH Optimization Manager
Education	A degree in healthcare, education, industrial engineering or business would be preferred or comparable experience will be considered.
What we need from you	Familiarity with the Patient's Medical Home (PMH) within a Primary Care Model of care delivery and demonstrated expertise in quality improvement tools and methods, such as Value Stream Mapping (VSM), DMAIC, 5S, Kaizen, Kanban, and Root Cause Analysis. Knowledge of Alberta's healthcare systems is a definite asset. Experience working both independently and collaboratively within a team environment is essential.
Skills	<p>The successful candidate will possess strong active listening abilities to effectively support team members in clarifying challenges and achieving their goals. Excellent verbal and organizational skills are essential, along with the ability to maintain a flexible schedule.</p> <p>A valid Alberta driver's license and a vehicle are also requirements for this position as you will be driving to the health homes and back to central office.</p>
Application	<p>Interested candidates are invited to send resume's and cover letters to the attention of:</p> <p>Toni Bardal Finance and HR Clerk Palliser Primary Care Network Suite 104 – 140 Maple Ave SE, Medicine Hat, AB T1A 8C1 Tel: 403.580.3825 x 226 Fax: 403.580.3825 Email: careers@palliserpcn.ca</p> <p><i>Only those applicants selected for an interview will be contacted. All others are thanked in advance for their interest.</i></p>

Job Description

(A) Position Identification:	
Title:	Primary Care Network Practice Improvement Facilitator
Supervisor:	Primary Care Network PMH Optimization Manager
(B) Position Summary:	
<ul style="list-style-type: none"> Support the quality improvement needs within the Primary Care Network (PCN) by collaborating with our health homes and external stakeholders in developing a culture of continuous improvement. Our facilitators use a broad range of improvement/change leadership skills including knowledge transfer, communication and facilitation skills. At the end of the day, our health home teams will see you as a trusted advisor to help achieve their goals implementing their desired improvements in access, efficiency and clinical care processes. 	
(C) Key Duties & Responsibilities (Time %):	
<ol style="list-style-type: none"> Quality / Process Improvement (35%) <ul style="list-style-type: none"> Advise health homes about improvement strategies and present options for achieving those improvements by measuring changes. Assist health homes to develop improved service delivery models. Assist clinical teams to improve interdisciplinary team functioning. Assist nurse practitioners, physicians and clinic managers to develop and improve human resource functioning. Encourage the development of interdisciplinary clinical processes to support integrated clinical care practices. Assist clinics to develop patient communications, education and design materials. Measurement (30%) <ul style="list-style-type: none"> Demonstrate expertise in defining, collecting, using and interpreting operational and clinical measures to support health home team goals. Demonstrate to health homes that data and measurement is integral to inform practice changes and to sustain changes in their program/primary practices. Assist clinics and stakeholders, where appropriate, to understand and improve activity and clinical measures. Project Leadership (10%) <ul style="list-style-type: none"> Attend or facilitate meetings with external stakeholders, while representing the PCN. Lead the implementation and roll-out of new initiatives. Participate in project and program planning, coordinating the development of tools and resources for clinics. Education (15%) <ul style="list-style-type: none"> Plan, organize, and participate in continuing education of Primary Care Network staff and physicians. Educate clinic teams regarding the Improvement Model, high leverage changes and measurement strategies. Privacy and Security (10%) <ul style="list-style-type: none"> Stay abreast of updates from the OIPC and changes to the Health Information Act. Assist health homes to develop privacy and security policies and procedures. 	
(D) Complexity and Independent Judgment:	
The role encompasses a broad range of improvement/change leadership skills including knowledge transfer/translation, communication, facilitation and collaboration skills – to encourage uptake and sustainability of the improvement process.	
(E) Accountability/Consequence of Error:	
<ul style="list-style-type: none"> Strive for optimal personal health and well-being. Take responsibility for own actions and decisions. 	
(F) Supervision:	
Supervised by:	Primary Care Network PMH Optimization Manager

(G) Regular Work Contacts:

- Under limited supervision, works collaboratively with health home staff, PCN staff, nurse practitioners and physicians.
- Communicate verbally or in documentation with a variety of disciplines, programs or services.
- Communicate with organizations, programs, other physician offices etc. to enhance practice improvements.

(H) Working Conditions:

- Independent with a high level of confidence and capable of effectively dealing with clients, nurse practitioners, physicians, and clinic staff. Physically capable of performing duties related to position.

(I) Qualifications / Specifications: Contains personal requirements or qualifications that jobholder should possess.

Formal Education

- A degree in healthcare, education, engineering (Industrial Engineering preferred) or business would be preferred or comparable experience will be considered.
- Applicable master's level education preferred.

Experience

- Experience in quality improvement, process improvement, project management, adult education, facilitation and a knowledge of Alberta's healthcare system are definite assets.

Knowledge, Skills, Abilities

- Familiarity with the stages of change, system change theory, and how they apply in the context of health care.
- Leadership skills in a range of improvement and change concepts, including knowledge transfer, facilitation and collaboration.
- Presentation, training, planning, analysis, collaboration, conflict management and interpersonal relationship skills.
- Must have a broad understanding and a keen willingness to learn about quality improvement, health care systems, and best practices in healthcare service delivery.
- Experience working with family physicians and nurse practitioners.
- Excellent organizational skills, ability to multi-task, self-motivated and able to work in a fast paced environment.
- Intermediate knowledge of Microsoft Office or keen willingness to learn.
- Ability to learn a variety of Electronic Medical Record software used in health homes would be an asset.
- Demonstrated improvement in professional development as well as modeling this to others.
- Ability to apply adult learning principles to interactions with individuals and groups.
- Excellent verbal, written and interpersonal communication skills.
- Excellent networking and facilitation skills.

Other

- Must have a recent (within the past three months) criminal record check/police information check (including vulnerable sector search) prior to the first day of hire.
- Valid driver's license and vehicle as frequent travel to other programs/clinics/communities will be required.

(J) Probationary Period:

Six months