

Telehomecare Clinician (Permanent Full Time)

The Opportunity:

At this time, the South West Local Health Integration Network is seeking a permanent full time Telehomecare Clinician in our London location.

Telehomecare is a patient-centered approach in the delivery of efficient and effective care to people with chronic disease. Leveraging information and communications technology (ICT) to remotely link providers and clients, Telehomecare provides a targeted and rapid response from the care team to an emerging health crisis, as well as proactive patient coaching, education and coordination of care amongst multiple care providers.

Demonstrated benefits of the Telehomecare program include:

- Improvements in participant ability and action to manage their health;
- Decreased hospital readmissions and utilization of emergency departments and walk-in clinics; and,
- Improved self-reported quality of life and health outcomes.

The Telehomecare Clinician provides remote patient monitoring, health coaching, and disease-specific education to patients with complex chronic diseases. It is based on a collaborative model of care that focuses on enabling the patient to better manage his/her chronic disease through the support of clinician monitoring and coaching. The Telehomecare Clinician works in collaboration with the patients' circle of care.

What Can I Expect To Do?

As a Telehomecare Clinician, you will:

- Conduct eligibility for any referred patients;
- Create and implement a customized care plan with patients that best meet the patient needs;
- Assist patients in establishing and implementing self-management goals;
- Support patients in medication awareness and management;
- Monitor patients and respond to alerts using established clinical protocols and guidelines;
- Respond to patient phone/email inquiries and determine clinical next steps;
- Deliver patient education using validated educational tools and resources;
- Conduct regular and just-in-time health coaching sessions with patients;
- Remotely monitor and manage an assigned patient case load; and,
- Conduct home visits and face to face assessments where required.

Location: This position is located at the South West LHIN's head office location.

How Do I Qualify?

Education:

- Registered Nurse with membership in good standing with a regulatory body in Ontario.

Experience:

- At least 3-5 years of recent or previous clinical experience with chronic disease management (experience in community setting is considered an asset)
- Proficient with adult health education delivery, health coaching techniques and patient self-management support (experience with motivational interviewing counseling an asset)
- Experience in patient centered models of care where patient experience is a priority

Knowledge, Skills, and Abilities:

- Excellent knowledge and expertise working with complex chronic diseases including, but not limited to: CHF, COPD, palliative care, mental health, chronic kidney disease and diabetes
- Foundational knowledge in clinical practice, decision-making, critical thinking, leadership, research utilization, resource management and problem solving skills
- Knowledge of South West LHIN business strategies, objectives, priorities and programs, and related Client Services priorities and plans
- Knowledge of the evolving role of LHINs, and the issues and priorities within the healthcare sector and how these impact client service delivery
- Practical knowledge of relevant legislation (e.g., Long-Term Care Act, Nursing Homes Act, etc.) Knowledge of South West LHIN administrative practices and procedures
- Maintain professional competencies in Telehomecare best practices, chronic disease management and patient self-management and/or motivational interviewing techniques through ongoing learning and development
- Effective communication skills to establish and maintain a range of contacts with health professionals, service providers and organizations within the community
- Effective communication and listening skills specific to communicating through technology, facilitation and care delivery
- Comfortable and strongly interested in rendering patient care and counseling using telephone, Telehomecare technology and best practices to remotely monitor patients and support self-management.
- Periodic travel throughout the South West region may be required.

Preferred Qualifications:

- Proficiency in a second language, particularly French;
- An ambassador of workplace culture.

Who We Are:

The South West Local Health Integration Network (LHIN) is one of 14 local organizations in Ontario that plan, coordinate, and fund local health services, and deliver high quality home and community care to patients and families. The South West LHIN is committed to health improvement, innovation, and the establishment of collaborative partnerships to improve population health, patient experience, and value for money across the health care system.

LHIN staff incorporates the best aspects of teamwork and continuous learning as they work with the local community to ensure the best health outcomes for everyone. If you have a passion for excellence and an entrepreneurial spirit, this is your opportunity to make a difference as part of a dynamic team transforming the Ontario healthcare system.

For further information on the South West LHIN please visit: <http://www.southwestlhin.on.ca>.

The LHIN is an equal opportunity employer and all applicants are welcome. Individuals with a disability requiring accommodation during the application and/or the selection process should advise the recruitment contact so arrangements can be made.

How To Apply:

Should you be interested in this exciting opportunity, please visit www.lhinjobs.ca to apply. Compensation includes competitive salary, benefits, and pension plan. **Application deadline is June 18, 2018 at 11:59pm.**

We thank all applicants; however, only those applicants invited for an interview will be contacted. Due to volume of applications, we are not able to respond to general inquiries by phone or e-mail.