

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.

PRACTICE FACILITATOR – HEALTH LINKS (Temporary Full-Time Until March 2019)

The Opportunity

The Improving Access to Team Based Care Facilitator will be a champion of and support all change and improvement processes that enable adoption of improving access to team-based care practices and operations. A focus of the facilitator's role will be to engage all implementation partners in creating an environment of respect, appreciation and open-mindedness, for collaborative decision-making and co-learning in patient care. Facilitators will work to connect non-team primary care providers (primarily physicians) and their patients with complex care needs, to inter-professional care teams and play a key role in helping non-team providers and care teams work together to develop common goals, effective communication pathways and robust, trusting working relationships. Facilitators will also work with the provincial research and evaluation team to collect and analyze data and they will be responsible for reporting back to non-team providers and care teams and supporting their active engagement in continued practice-based learning, and program improvement. Additionally, facilitators will work with non-team providers and care teams to build local communities of practice and identify learning initiatives that will support sustainability of shared care and promote continued collaboration, integration, and quality improvement in primary care.

What Can I Expect to Do?

- Collecting and sharing lived experience of patients and providers with this new approach, for the purpose of inspiring change and continuous improvement;
- Engaging with inter-professional teams, from CHCs/FHTs/NPLCs, to introduce them to the concept of access to team-based care;
- For each team-based care site, identifying and supporting a change champion and building an implementation committee (consisting of providers and patient/caregiver representatives);
- Working to recruit non-team providers to participate in improving access to team-based care, including: design and implementation of outreach and marketing strategies;
- Acting as a key contact and resource for non-team providers, including: conducting needs and readiness assessments of practices and providing practices with support and resources necessary to begin implementing improving access to team-based care;
- Working with non-team providers and care teams to adapt the improving access to team-based care operations kit and develop collaboration agreements;
- Providing ongoing assistance to non-team providers throughout implementation of improving access to team-based care, including: identifying eligible patients; referral, communication and follow-up processes; and related data collection and reporting;
- Tracking provider and team activities and obtaining data reports from practices, including: monitoring progress of patient flow and communication and data collection processes;

- Analyzing data and preparing feedback reports, as well as working with non-team providers and care teams to make changes to processes to improve effectiveness and efficiency;
- Working with non-team providers and care teams to create sustainability plans and protocols for continued quality improvement; and
- Creating resources and infrastructure to support a Community of Practice, coordinating community activities and organizing and participating in learning collaborative sessions.

Location: This position is located in the South West LHIN region.

How do I qualify?

Education:

- Graduate degree in health sciences, education or related discipline
- Quality improvement training/certification (e.g. IHI Primary Care Practice Coaching, certified LEAN practitioners) an asset.

Experience and Skills:

- Minimum of 5 years work experience, or an equivalent combination of education and experience;
- Knowledge of quality improvement concepts and ability to learn quality improvement models and methods (e.g. rapid cycle improvement), quality measures and reporting, and clinical practice transformation models and methods (e.g. Chronic Care Model);
- Ability to understand and explain data reports in different ways to different stakeholders;
- Strong analytical skills and the ability to recognize the relationship between diverse aspects of the health care system;
- Excellent facilitation, problem solving, decision making and conflict management skills;
- Ability to be flexible and creative and take different approaches to change management;
- Passion for equitable access to care and ability to inspire others to make change to improve outcomes for persons with complex care needs;
- Excellent interpersonal skills and the ability to build strong, trusting relationships with health care providers and other stakeholders;
- Experience working with diverse, interdisciplinary teams and application of team building skills;
- Excellent multi-tasking, prioritizing, and organization skills;
- Excellent oral and written communication skills;
- Strong computer skills, including Microsoft Office (e.g. Outlook, Visio, Project, Excel, Word, and PowerPoint); and
- A valid driver's license and access to dependable transportation is essential.

Language:

- Proficiency in French is an asset.

Should you be interested in this exciting opportunity, please visit www.lhinjobs.ca to apply. Application deadline is November 9, 2017.

Compensation includes competitive salary, benefits and pension plan.

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. We thank all candidates for their interest, however, only those selected for an interview will be contacted. Individuals with a disability requiring accommodation during the application and/or the interview process should advise the recruitment contact so arrangements can be made.