

Request for Proposals (RFP)

PCN Implementation & Change Management Consultant

1. Background

The Campbell River & District Primary Care Network (CRD PCN) service plan, approved by the Ministry of Health and supported by the Family Practice Services Committee, aims to strengthen team-based care, improve patient attachment, and build an integrated system of primary care services.

As the CRD PCN enters its final year of implementation, we are seeking a qualified Implementation & Change Management Consultant to support project execution, change facilitation, and operational improvement aligned with the goals of the PCN service plan.

2. Summary of the Role

Reporting to the PCN Manager, the consultant will play a pivotal role in the coordination, facilitation, and advancement of the nine strategies outlined in the PCN plan. The role involves working collaboratively with Division leadership, the Steering Committee, the Indigenous Advisory Committee, Island Health, primary care providers (family physicians and nurse practitioners), allied health providers, and other partners.

This is a contract role for a 9-month term, commencing July 2025 and concluding March 31, 2026, with an estimated workload of 20-28 hours per week.

3. Key Responsibilities and Deliverables

Project Management and Implementation Support

- Finalize the development and implementation of project plans for all strategies. This will include quality improvement efforts for existing programs and implementation plans for services not yet being delivered.
- Review engagement reports, contracts, other community programs and PCN resources to develop strategy recommendations and prepare briefing notes for Steering Committee decision-making.
- Facilitate approved changes to service delivery models, including creation or amendment of MOUs and contracts.
- Lead and support change management processes to strengthen team-based care within and across primary care settings.
- Research and implement efficient referral systems to improve access to PCN services, including rollout planning, partner training, and communication.
- Support the PCN Indigenous Lead and Indigenous Advisory Committee to develop a Cultural Safety Strategy and learning journey program to embed culturally safe practices with the network.

Operational & Evaluation Support

- Establish or refine key operational processes/procedures as needed.
- Collaborate with current evaluation providers to design a sustainable program evaluation framework.

4. Qualifications

- Master's degree in Health Administration, Business, Social Sciences, or related field.
- Minimum of five (5) years of recent progressive leadership experience in healthcare project management.
- Familiarity with the BC Primary Care Network model and the Patient Medical Home Model is preferred.
- Demonstrated success in integrated service delivery design, project design, implementation, and evaluation.
- Excellent communication, decision-making, and organizational skills.
- Proven ability to work with diverse community partners in collaborative environments.
- Experience in cultural safety and working with Indigenous communities is essential.
- Demonstrated knowledge of Indigenous cultural safety, humility, and knowledge of related recent publications/reports and Government of BC positions and policies of importance to the implementation of PCNs in BC.
- Sensitivity and respect for the human and political dynamics of health care management and system change within a culturally diverse population.

5. Evaluation Criteria

The proposals will be evaluated based on the following criteria:

- Relevant Experience (30%): Demonstrated experience in healthcare project management, primary care networks, integrated service delivery, and cultural safety.
- Approach to Deliverables (20%): Clear approach to achieving the deliverables outlined in the RFP. Include examples of other similar work.
- Cultural Safety Understanding (20%): Proven understanding and experience in implementing cultural safety strategies and working with Indigenous communities.
- Ability to work in Campbell River (15%) as required (two days per week preferred)
- Cost / Value for Money (15%): Competitive pricing and value for money.



- Successful proponents will be selected to participate in an interview process in June 2025.

6. Compensation and Budget

This RFP invites respondents to propose their own rate and payment structure.

7. Submission Requirements

Proposals must include the following:

- Cover letter outlining interest and fit for the role.
- Summary of qualifications and relevant experience.
- Proposed approach to the key responsibilities.
- CV or company profile.
- Fee structure (hourly or project-based).
- Two references from relevant work.

8. Submission Instructions

Please submit your proposal as a single PDF by **June 16, 2025** to:

Renee LaBoucane

PCN Manager

Campbell River & District Division of Family Practice

Email: jobs@crddivision.ca