



Job Description: PMH/PCN Integration Lead

Join our team as the Patient Medical Home (PMH)/Primary Care Network (PCN) Integration Lead. Reporting to the PCN Manager and the PCN Operations Committee, the PMH/PCN Integration Lead will be instrumental in supporting the community's shift towards integrated, team-based primary and community care on the Coast. Working for the Sunshine Coast Division of Family Practice, and working with key partners like Vancouver Coastal Health, shísháhlh Nation, Pender Harbour Health Centre, and others, you'll play a crucial role in implementing this integrated care system.

Responsibilities

- Drive system changes across complex organizations through partnership development and network building.
- Support cultural safety and humility within the network. Promote patient relationships and support with local Indigenous health providers.
- Engage healthcare providers for change, quality improvement, team-based care and evaluation initiatives.
- Promote evidence-informed practice tailored to local contexts. Facilitate strategies for improvements using engagement and change management theories.
- Lead training sessions and lunch/breakfast & learns or evening events to build capability.
- Supports the adoption of best practice by researching innovations in change management theory, process, tool development, and implementation, specifically for PCN, PMH and self-managed care teams.
- Support change management from governance to Clinic levels.
- Collaborate and communicate with stakeholders, both providers and patients/caregivers, for feedback and solutions. Recommends solutions that meet the needs of the providers, patients and caregivers.
- Work with the Doctors of BC Practice Support Program to support patient medical homes to provide coaching and advisory services, optimize their practice, and enhance the use of health technology.
- Establishes operational procedures/resources and work flows as required for the sustainability of PCN operations within the clinic environment.
- Work with PCN-participating Clinics and PCN primary care providers to integrate the attributes of PCN and PMH into health care delivery.
- Works with clinics and PCN providers to support integration of PCN staff and other PCN-related activities.
- Facilitate learning, team development, coaching and self-management principles to enhance team interactions and processes, overcoming barriers and building strong, trusted stakeholder relationships.
- Drive successful implementation of Sunshine Coast PCN's ten attributed into primary care hubs and patient medical homes, such as attachment, extended hours, same-day access, virtual care, comprehensive care, coordinated care, clear communication, culturally safe care, equity, and preventive care.



- Maintain high standards through active engagement in assigned tasks and ongoing learning. This work is largely unstructured and requires an adaptable, creative approach to engagement stakeholders and working independently and collaboratively across teams.

Qualifications

- Bachelor's degree in health-related, leadership, adult education, communications or change management; master's degree preferred.
- 3+ years of experience in change management, project management or organizational development.
- Experience on quality improvement teams, preferably in health care.
- Formal training from a recognized Coach Training institute is considered an asset.
- Practical experience in managing multiple and complex projects.
- Experience working with Indigenous and First Nations communities.
- Values diversity operates with integrity and fosters openness.
- Strategic thinker with evidence to synthesize evidence and align multiple ideas and strategies to develop new insights and approaches to change.
- Ability to make autonomous decisions under tough deadlines.
- Ability to understand and process complex issues, systems and the interconnectedness of the BC health care system. Knowledge of the provincial and Canadian health care system is preferred.
- Skilled in team dynamics and mentoring.
- Familiarity with primary care office workflows is helpful.
- Licensed practical nurse (LPN) experience is an asset, but not mandatory for this role.

Position Details

- Travel between multiple communities on the Sunshine Coast will be required as is use of a personal vehicle. A valid BC Driver's License is required.
- Job Type: Full-time position; contract for 3.5 years; hybrid work location.
- Benefits are included after the first three months of employment.
- Salary range: \$85K - \$90K.
- Ability to accommodate some evening and early morning meetings.

How to Apply: Email info@scdivision.ca with the subject "PMH/PCN Integration Lead" and your Cover letter and resume attached for consideration. Only successful candidates will be contacted.