

Health Promotion Facilitator

Status: Regular Full-Time (1.0 FTE)

Reporting To: Manager, Membership Administration

Date Available: Negotiable

Hours of Work: 7.75 hours per day, 38.75 hours per week

Exempt/Non-Exempt: Non-Exempt

Program: Medical Home Support Program (MHSP)

Classification: Physician Support II_

Salary Range: \$41.09 - \$54.12

Shift Pattern: Days

Closing Date: April 18, 2024

About Us

Mosaic Primary Care Network (PCN) provides a wide range of primary health care services in the northeast and southeast Calgary communities in partnership with a group of family doctors. Our talented interdisciplinary health care teams work together to provide services that best support patient needs.

We want YOU to bring your expertise to our growing team as we continue to develop solutions to meet the needs of our local community. If you have initiative, are resourceful, engage easily in teamwork, and most importantly, want to make a difference in healthcare, we want to hear from you!

Position Summary

The Health Promotion Facilitator plays a key role in the Medical Home Support Program (MHSP) to drive transformative change at Mosaic PCN, and holds a significant breadth of knowledge, and experience, and is a subject matter expert in all things MHSP-related. The role involves supporting member physicians, nurse practitioners, and clinical teams to plan, implement, and evaluate quality improvement initiatives for Patient's Medical Home (PMH) in alignment with Mosaic's organizational strategies as well as the provincial and national frameworks for PMH.

Designing, implementing, and evaluating quality improvement initiatives within clinics are central responsibilities of the Health Promotion Facilitator role. Using a PMH framework, the Health Promotion Facilitator leads knowledge mobilization projects and synthesizes best practice evidence and data to support effective primary healthcare. Collaborating with internal and external stakeholders, the Health Promotion Facilitator identifies opportunities to use team-based care approaches to deliver primary care initiatives that promote health equity using a social determinant of health lens.

The Health Promotion Facilitator role is pivotal to advancing primary health care and a patient-centric health care model at Mosaic PCN. By supporting members and clinics, the Health Promotion Facilitator contributes to the evolution of healthcare practices. This role ensures that evidence-informed strategies, a commitment to continuous improvement and enhancement of primary healthcare services result in strong member support to drive better patient health outcomes.

Key Responsibilities

Patient's Medical Home Support and Enhancement

- Supports and leads the implementation and continuous improvement of the Medical Home Support Program to enhance uptake of Patient's Medical Home within Mosaic PCN.
- Conducts high-level situational analyses, literature reviews, environmental scans, and focus groups to make recommendations as part of the integrated program planning and evaluation process.
- Supports physicians, nurse practitioners, and clinical teams in project management in alignment with program and organizational strategic plans/business plans.

Quality Improvement and Evaluation

- Designs quality improvement (QI) initiatives, establishes evaluation frameworks, plans, collects, and analyzes data to identify areas for improvement, and monitors program outcomes.
- Identifies program improvements and suggests enhancements with a lens of evidence-informed practices.
- Assesses, plans, implements, and evaluates the effectiveness of primary health care and quality improvement strategies to support the implementation of Patient's Medical Home.
- Evaluate the effectiveness of primary health care and quality improvement strategies to support implementation of Patient's Medical Home and make recommendations for improving services and developing new programs.
- Collaborates with the evaluation team as well as clinical and non-clinical teams to evaluate and enhance patient care experience in the Patient's Medical Home model.

Knowledge Mobilization

- Completes and leads a variety of knowledge translation and mobilization projects to deliver evidence-informed primary health care interventions (e.g. panel, screening, EMR optimization).
- Synthesizes evidence and information from multiple sources to facilitate implementation of Patient's Medical Home deliverables.
- Generates reports and visualizations to disseminate information that supports the spread and scale of best practices in Patient's Medical Home.
- Leads the development and implementation of quality improvement strategies to meet program standards, enhance member engagement, improve patient outcomes, and demonstrate achievements using quality metrics in alignment with internal and external reporting requirements.

Stakeholder Collaboration and Engagement

- Identifies behavioural, social, political, economic, environmental, and organizational factors that promote or compromise a team-based approach to primary health and recommends evidence-informed strategies to address identified priorities to the clinical teams and stakeholders.
- Delivers primary care and population-based interventions that integrate social determinants of health considerations in partnership with multiple stakeholders concurrently to discuss their barriers and needs.
- Supports member physicians, nurse practitioners, and clinical teams in using standardized tools and techniques that are aligned with primary health and population health.
- Facilitates communication across clinical teams and working groups using a high-level of communication, team, and customer service skills, and an ability to exercise discernment within established guidelines.
- Other relevant duties as assigned.

Qualifications and Requirements

Education & Experience

- Master's degree in Health Promotion, Public or Population Health, Health Administration, Health Education, with a minimum of three – five (3-5) years of progressively related experience.
- A minimum of three (3) years in primary health care, population or public health, health promotion, or a related field.
- Demonstrated experience in healthcare quality improvement, program support and data analysis, including familiarity with quality improvement methodologies and tools, such as Lean Six Sigma, Plan-Do-Study-Act.
- Demonstrated experience to synthesize quantitative and qualitative information into high-quality deliverables to support knowledge mobilization for a variety of audiences (technical reports, presentations, implementation plans, literature review, critical appraisal).

- Demonstrated change management experience (e.g. Prosci) to mobilize diverse groups.
- Strong knowledge of patient-centered medical home best practices.
- Demonstrated experience to establish and maintain effective working relationships with a diverse range of stakeholders.
- Proficiency in Microsoft Office Suite (e.g., Word, PowerPoint, Excel, Visio, SharePoint, etc.), with CRM experience.
- Experience using DocuSign, SharePoint, and event/communication platforms such as Constant Contact, Envoke, or equivalent systems is preferred.

Assets

- Experience in primary care and interdisciplinary health.
- Experience using data analysis software (quantitative and qualitative).

Competencies

The **Core Competencies** listed below are identified by Mosaic leadership and should be demonstrated by all employees across the organization:

Practice Communication Excellence (Communication)

- Plan and deliver oral and written communications respectfully and tactfully to make an impact and persuade an intended audience.

Build Community-Feeling (Teamwork)

- Able to share due credit with coworkers, display enthusiasm, and team spirit and promote a friendly group working environment.

Advocate for Patient/Client (Patient/Client-Centricity)

- Able to demonstrate a high level of patient/client service delivery in a respectful and caring manner.

Understand Values of Change (Adaptability)

- Openness to different and new ways of doing things; willingness to modify one's preferred way of doing things with a positive attitude.

Embrace Culture and Diversity (Cultural Competency)

- Developing positive attitudes towards diverse populations; gaining knowledge of different life practices and world views.

Act with Professionalism (Personal Effectiveness)

- Takes personal responsibility for the quality and timeliness of work and achieves results with little oversight.

Position-Specific Competencies

Attention to Detail and Quality

- Diligently attends to details and pursues quality in accomplishing tasks.
- Accurate report preparation and oral presentation skills.
- Demonstrates a high degree of professionalism, confidentiality, and integrity.

Analytical Thinking

- An expert in conceptual, analytical, and critical thinking.
- Ability to effectively explore alternatives to inform decisions.

Communication and Collaboration

- Demonstrates ability to build strong working relationships with multiple leaders and colleagues.
- Adept at conveying information in a way that is acceptable and engaging to all stakeholders.
- Ability to work both independently and collaboratively within a team setting or in partnership with internal and external stakeholders.
- Ability to accurately and thoroughly utilize office technology while demonstrating practical knowledge of information management, and privacy protection issues.

Adaptability and Time Management

- A professional record of high-level organizational, time management, and customer service skills to effectively prioritize and address multiple activities.
- Ability to be flexible and adapt to changing priorities.
- A professional record of being resourceful, collaborative, adaptive, innovative, and flexible.

Working Conditions

- Occasional evening and weekend hours required.
- Ability to travel on public transportation or valid driver's license with access to own car in good repair is required.

Why Mosaic PCN

We provide a competitive benefits package for eligible employees including: comprehensive health and dental coverage, Health Care Spending Account (HCSA) / Taxable Spending Account (TSA), a group RRSP matching program, professional development opportunities, generous vacation and other paid time off, and more!

Conditions of Employment

Successful applicants must provide proof of qualifications and a current police information check (PIC) including vulnerable search at the applicant's expense. The results of the PIC may alter or revoke any offer made by Mosaic PCN.

We would like to thank all applicants for their interest and resumes. Please note, only those candidates chosen to proceed through the selection process will be contacted. No phone calls please.

This position is part of the bargaining unit covered by a collective agreement with Health Sciences Association of Alberta (HSAA).

If you are interested in the role, please apply **directly** to Mosaic PCN's Career Page: [Careers | Mosaic PCN](#)