

Position Description

Position title	Program Coordinator – General Practice Quality Improvement
Status	Full Time
Location	Eight Mile Plains
ABOUT PRIMARY HEALTH NETWORKS (PHNS) AND BRISBANE SOUTH PHN	
<p>Brisbane South PHN puts people at the heart of health care. We specialise in person-centred, place-based health system reform that delivers meaningful change and sustainable results. We are partnering to build a health and wellbeing system in which every person in the Brisbane south region, especially those with the greatest need, is supported to live well and experiences care that is connected, high quality and easy to access -- our vision is <i>'the best possible health and wellbeing for every person in the Brisbane south region'</i>.</p> <p>In addition, our values - Courage, Integrity, Purpose, Respect, Synergy - shape the way we work with our stakeholders and with each other.</p> <p>Our purpose in partnering to build a health and wellbeing system in which every person in the Brisbane south region, especially those with the greatest need, is supported to live well and experiences care that is connected, high quality and easy to access</p> <p>Brisbane South PHN supports the primary health sector in a number of ways.</p> <ul style="list-style-type: none"> • Through careful analysis, consultation and planning, we help to identify and address health needs and service gaps. • We share knowledge and information with and throughout our network. • We work directly with general practitioners, allied health professionals and health care organisations. • Our services include sharing of information, digital solutions and workforce education and training, so health service providers can be better placed to deliver care to patients, keeping them healthy and out of hospital. • Through our partners and contracted providers, we commission the delivery of services for our region's most vulnerable people, including those in need of mental health, drug and alcohol and other support services. 	
PERSON-CENTRED CARE	
<p>Brisbane South PHN have developed a model of Person-Centred Care. Brisbane South PHN's strategic plan goal of "Better Health" aims to ensure care is accessible, appropriate and patient centred. Our strategic actions to promote the adoption of Person-Centred care include:</p> <ul style="list-style-type: none"> • Promote the provision of seamless, effective and efficient care that reflects a person's whole of life health needs including physical and mental health • Build internal and external leadership and capacity to drive the development and implementation of patient-centred care across Brisbane South region • Partner and work with general practices in the development of capabilities that facilitate and support the adoption of patient-centred care • Lead a change management strategy that supports engagement and sustainable change in patient-centred care, business practices and new ways of thinking and working <p>Our model of Person-Centred Care is informed by international evidence (including the Patient-Centred Medical Home) and is entrenched in everything we do.</p>	

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POSITION OBJECTIVE	
<p>The objective of this position is to:</p> <p>Deliver a structured program with an enrolled group of General Practices to:</p> <ul style="list-style-type: none"> participate in education and training on person centred care change management undertake quality improvement activities to achieve measurable improvements in the prevention and management of chronic diseases <p>Facilitate and manage strong productive relationships to ensure optimal delivery of program outcomes.</p> <p>Support practices no enrolled in the program to access and participate in quality improvement resources and tools available from the PHN.</p>	
Accountability	Reports to the Program Manager – General Practice Quality Improvement
Direct reports	Nil
Budget	Nil
Delegated Authority	As per approved Brisbane South PHN delegations
KEY RESPONSIBILITIES	
<ul style="list-style-type: none"> Delivery of General Practice Quality Improvement programs and projects, with a particular focus on the Optimal Care Quality Improvement program empowering and coaching general practice teams to: <ul style="list-style-type: none"> Work with stakeholders to improve program knowledge and usage, including use of data and auditing tools; relevant disease management decision support tools; and facilitate in-practice education to increase primary care clinician knowledge in relation to chronic condition processes and management. Participate in program workshops, webinars and coaching to maintain momentum with practice leaders to complete and reflect on activities, and work through the challenges, barriers and successes of implementing quality improvement Effectively use data and tools for planning and reviewing quality improvement activities for prevention and management of health conditions Effectively use other digital health systems and tools as identified in the Brisbane South PHN's Digital Health Strategy and Roadmap Use of the Brisbane South PHN project methodology to effectively coordinate projects to achieve objectives within agreed timeframes and budgets. Collaborate with the General Practice Quality Improvement team to implement the Brisbane South PHNs Digital Health Strategy and Roadmap Support the adoption of CQI and the Patient Centred Medical Home (PCMH) model in general practices through leading Brisbane South PHN teams in the application of PCMH Change Concepts. Including planning and delivering support to practices entering and exiting the structured program. Establish and maintain productive and collaborative relationships with program stakeholders; Maintaining currency of related program and project content and information including but not limited to resources, webpages, communication collateral; Actively participate in and inform monitoring and evaluation of programs and activities. Comply with reporting requirements by collecting, collating, and communicating all relevant data to the appropriate internal and external stakeholders.; Contribute as a member of a high-performing team, including providing advice and supporting staff development in keeping with delegated responsibilities and organisational policy and procedure; Any activities that might reasonably be expected in this position. 	

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CAPABILITIES AND COMPETENCIES	
<p>Brisbane South PHN has a Capability and Competency Framework aligned to the Strategic Framework, Vision, Purpose and Values. The expected capabilities, competencies and success behaviours for this position are described in the Framework in the role group: Team Leader, Senior Officer, Coordinator.</p>	
SKILLS, EXPERIENCE AND QUALIFICATIONS	
<ul style="list-style-type: none">• Ability to develop and maintain productive and effective stakeholder relationships to support achievement of agreed outcomes, including skills in coaching and facilitation.• Demonstrated experience and understanding of quality improvement methodologies.• Engaging written and verbal communication and interpersonal skills to effectively communicate with various stakeholders.• Knowledge of, or the ability to quickly acquire knowledge in relation to chronic disease prevention and management.• Moderate/high level of computer literacy and capacity to understand software applications and systems relevant to the program.• Ability to analyse and manage data to facilitate performance reporting.• Ability to operate as a member of a high functioning, collaborative team.• Experience working within a project-based environment is desirable.• Tertiary qualification in a health and/or related field and/or significant relevant experience.• Current driver's licence.	
Manager's Signature	Date
Manager's Name	
Employee's Signature	Date
Employee's Name	