



POSITION DESCRIPTION

POSITION TITLE: HOME CARE - CLINICAL PROCESS IMPROVEMENT FACILITATOR

DEPARTMENT: HOME CARE, SENIORS and ALLIED HEALTH

CLASSIFICATION: NURSE

UNION: NON UNION

REPORTING RELATIONSHIPS

POSITION REPORTS TO: REGIONAL LEAD, HEALTH SERVICES COMMUNITY AND CONTINUING CARE

POSITIONS SUPERVISED: NOT APPLICABLE

POSITION SUMMARY

The Home Care (HC) Clinical Process Improvement Facilitator is a member of the interprofessional cross-program clinical team, and demonstrates a set of core competencies/expertise fundamental to developing and maintaining the standards of practice environment at IERHA. The HC Clinical Process Improvement Facilitator is responsible for evidence-based clinical education and staff development, interprofessional collaboration, scholarly/research activity, and leadership/change management related to clinical practice process improvement. The HC Clinical Process Improvement Facilitator collaborates with others to promote enhanced development and delivery of quality clinical education internally and externally. The HC Clinical Process Improvement Facilitator contributes to the integrated health team. The HC Clinical Process Improvement Facilitator leads in the creation of a preferred future for professional practice. The position collaborates with all members of the multi-disciplinary team in the provision of client centered care and adheres to professional standards of practice, the C.N.A. Code of Ethics and applicable laws.

The HC Clinical Process Improvement Facilitator functions in a manner consistent with and supports the mission, vision, values of the Interlake-Eastern Regional Health Authority.

ESSENTIAL FUNCTIONS AND DUTIES

Function and duties include but are not limited to the following:

A. Leadership and Navigation Competencies

- Leads key, extensive projects re: clinical practice process improvements - collaborative, cross-program/across the continuum of care.
- Liaises with Home Care leadership (regionally and provincially) to help resolve clinical concerns, assist in process development, engage in client care algorithms.
- Responsible for/ attends provincial meetings re: operationalization/ regional rollout of legislation changes related to clinical practice, staff education, audits of these changes, and submission of reports of the audits to Manitoba Health.
- Works collaboratively with province, Service Delivery Organizations and programs for roll outs of Home Care processes.
- Represents IERHA Home Care on regional and provincial committees (e.g EHCR Steering Committee).
- Works collaboratively across programs with internal and external multi-disciplinary stakeholders to develop Standard Operating Procedures (SOPs)
- Develops and lead the IERHA Home Care Nursing Practice Council.
- Works with the Home Care program to identify potential improvements in service development and delivery.
- Seeks new ways to improve outcomes, recommends improvements of and supports implementation of: policies, procedures, processes and SOPs.
- Works with a collaborative and results-orientated approach with all departments in and outside of clinical care, with a focus on upholding practice standards across the organization.
- Utilizes change management and lean methodologies.
- Listens actively to identify potential challenges or solutions.
- Builds credibility with stakeholders.
- Provides detail-oriented support in the administration of initiatives.
- Demonstrates flexibility, adaptability and initiative.
- Supports critical large-scale organizational changes.
- Develops plans using results-oriented goals for measuring success.
- Serves as the principal liaison between and within: Home Care, Acute Care, Public Health, Primary Care, Medical, Nursing Leads and EMS, for strategies and initiatives re: clinical process improvements.

B. Collaborative Practice Competencies

Collaborative practice is built on a set of competencies that create a standard of behaviour required by all health providers. The 6 competencies outlined in the Interprofessional Competency Framework released by the Canadian Interprofessional Health Collaborative (CIHC) are:

- Role Clarification - learners/providers understand their own role and the roles of those in other professions, and use this knowledge appropriately to establish and achieve patient/client/family and community goals.
- Individual/Client/Family and Community-Centered Care - Learners/providers seek out, integrate and value, as a partner, the input and the engagement of the patient/client/family/community in designing and implementing care/services.
- Team Functioning - Learners/providers understand the principles of team work

- dynamics and group/team processes to enable effective interprofessional collaboration.
- Collaborative Leadership - learners/providers understand and can apply leadership principles that support a collaborative practice model.
- Interprofessional Communication - learners/providers from different professions communicate with each other in a collaborative, responsible and responsible manner.
- Interprofessional conflict resolution - learners/providers actively engage self and others, including the individual/client/family, in positively and constructively addressing disagreements as they arise.

C. Contributes to a Culture of Safety

- Commits to patient safety as a key professional value and an essential component of daily practice.
- In consultation with the Regional Lead, Health Services Community Care and Home Care Leadership, ensures staff have the information, training, certification, supervision and experience to do their jobs safely.
- Ensures practice is consistent with legislative, regulatory, ethical and professional standards.
- Understands safety practices that reduce the risk of adverse events.

D. Leadership and Professionalism

- Participates in the Leadership/ Management Team meetings as requested by Regional Lead, Health Services Community Care/ Directors.
- Participates on program, regional and provincial committees as assigned by Regional Lead, Health Services Community Care.
- Provides ongoing communication to the Regional Lead, Health Services Community Care highlighting issues and relevant program information on a routine basis.
- Contributes to planning process by making recommendations as they relate to integration and education needs, including training and resource material.
- Works with Home Care, Seniors and Allied Health Leadership to implement clinical procedures or practices based on best practice guidelines across the continuum.
- Participates as a program team member to scan the environment for new technologies and processes to better support patients and their families to improve care and program efficiencies and effectiveness.
- Encourages self-learning/peer teaching.
- Participates in research relevant to the practice area.
- Utilizes time effectively and is able to manage multiple projects concurrently.
- Assumes accountability for own nursing actions within a legal and ethical framework.
- Maintains confidentiality in all aspects of his/ her job.
- Exhibits flexibility, creativity and self-direction.
- Ability to foster and maintain positive working relationships both individually and in a team setting.
- Communicates effectively in a courteous, respectful and tactful manner.
- Exhibits the ability to effectively lead in accordance with the values of the profession and the organization.
- Maintains a state of health suitable to the requirement of the position.
- Maintains confidentiality in accordance with the amended Personal Health Information Act (PHIA), Freedom of Information and Privacy Protection Act (FIPPA), RHA policies and any other applicable legislation.

E. Ensures ongoing Professional Development

- Recognizes own level of professional competency and seeks appropriate direction or assistance.
- Maintains and updates professional skills, instructor certifications and knowledge through continuing education programs, literature reviews, interest groups, committee work and conferences.
- Maintains records of process improvement activities, initiatives, and indicators. Submits written reports as required.

F. Accreditation Process

- Participates in the Interlake-Eastern Regional Health Authority's accreditation process promoting education and compliance with Required Organizational Practices.
- Participates in the Community Care programs quality initiatives.

G. OTHER

- Pursuant to the Regional Health Authority Act, Interlake-Eastern RHA is designated bilingual (English/ French). Accordingly, all employees accept the responsibility to support clients in their official language of choice.
- Performs other duties as assigned.

QUALIFICATIONS

EDUCATION/CERTIFICATION:

- Baccalaureate Degree in nursing required.
- Master's Degree in Nursing, Education or related discipline preferred.
- Currently registered with the College of Registered Nurses of Manitoba and a member in good standing.
- Certificate in BLS.
- Certification in Adult Education would be an asset.

REQUIRED KNOWLEDGE:

- Demonstrated ability to review data, research and literature: to analyze, interpret and synthesize this information.
- Demonstrated ability to apply principles of adult learning and teaching strategies in the clinical setting.
- Demonstrated leadership ability in conducting Learning Needs Assessment, planning, delivery, implementation and evaluation of education in program.
- Demonstrated computer skills and proficiency in Microsoft Word, Power Point, Excel and email applications.
- Excellent navigation, time management, presentation skills.
- Ability to be adaptable, build trust, provide coaching and collaboration, facilitate change and promote continuous improvement.
- Demonstrated ability to motivate staff and create an environment conducive to learning and team building.
- Able to work effectively as a member of an interdisciplinary team.

EXPERIENCE REQUIRED:

- Theoretical and practical experience in adult education including learning needs assessment,

educational program planning, development, and evaluation.

- Community based Nursing experience required.
- Leadership and project management experience required.
- Demonstrated experience with effective collaboration within and between programs, agencies, services.
- Experience in Quality Improvement an asset.

SKILLS/COMPETENCIES:

- Given the cultural diversity of our region, the ability to communicate in more than one language would be considered an asset.
- Proficiency of both official languages is essential for target and designated bilingual positions.
- Completes and maintains a satisfactory pre-employment security check.
- Satisfactory employment record.

WORK CONDITIONS

- The incumbent functions autonomously on a day-to-day basis and manages assigned duties accordingly.
- May be required to travel throughout the region as duties may require.
- No hazardous or significantly unpleasant conditions.
- All health care workers are required to be immunized as a condition of employment in accordance with the Interlake-Eastern RHA Policy GA-13-P-110 Required Immunizations for Health Care Workers.

WORKPLACE SAFETY AND HEALTH

The incumbent contributes to making the organization safe for clients and staff and recognizes the importance of reporting unsafe situations and participating in follow up reviews as a learning opportunity.

- Provides a safe environment by ensuring the adherence to Workplace Safety and Health Regulations and Policies and Infection Control Guidelines. Obeys all safety and health rules and follows recommended Safe Work Procedures. Informs supervisor of any unsafe acts, work conditions, incidents, near misses, injuries or illnesses immediately.
- Demonstrates a working knowledge of Workplace Hazardous Materials Information Systems (WHMIS) and adheres to procedures for handling and storing controlled substances as described in the Material Safety Data Sheets (MSDS). Uses personal protective equipment as required.
- Demonstrates understanding of role and responsibilities in fire prevention and disaster preparedness and participates in safety and health training programs including the health facility's Fire, Disaster and Evacuation Plan.

PATIENT SAFETY

- Participates in and demonstrates an understanding of patient safety principles and practices into all day to day activities. Follow all safe work practices and procedures and immediately communicates any activity or action which may constitute a risk to patient safety.

Created: December 2022
Date

Revised: _____
Date

Approved by: _____ Date
Regional Manager/ Supervisor/ Director

Approved by: _____ Date
Regional Lead/ CEO

Reviewed by: _____ Date
Regional Lead, Human Resources

Position descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff, and termination decisions. Well-constructed position descriptions are an integral part of any effective compensation system.

All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills and abilities included have been determined to be the minimal standards required to successfully perform the position. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.