POSITION:	**Proactive Care Coordination Assistant**

Employment type:	Temporary, Full-Time, 1.0 FTE (40 weekly hours).
	• Temporary position until November 2026
Location:	This position has designated in-clinic workdays and occasional meetings at the central office located at EWPCN Medical Clinic in Meadowlark Health and Shopping Centre, with work from home flexibility.
Job Posting ID:	PCN0892
Objective:	Primary Care Networks believe the best primary care is delivered to the Patient's Medical Home (PMH). Proactive Care Coordination Assistants (PCCA) support clinical operations to enhance the quality of care provided in the PMH.

ABOUT THE EDMONTON WEST PRIMARY CARE NETWORK:

With a mission to support family physicians in improving primary care through relationships, collaboration and innovation, Primary Care Networks (PCN) are groups of family doctors who work with other health professionals to coordinate the comprehensive delivery of primary care services for their patients. Our team of health professionals include Nurses, Dieticians, Pharmacists, Behavioral Health Consultants, Social Workers and Exercise Specialists who collaborate to provide comprehensive primary care services for the community.

As part of our Interdisciplinary Team:
- You are passionate about the interdisciplinary care model.
- You want to work in a small yet mighty organization, where you are not just a number, and you can impact real changes in healthcare delivery in the local community.
- You are innovative by nature and want to use critical thinking to give your input into patient care planning with a focus on preventive care.
- You see our vision and mission and have seen how a preventative focus on wellness in primary care creates on-going relationships that positively impact patients for their entire lives.

Education:
- Medical Office Assistant Diploma, or other healthcare related diploma or degree (e.g. Health Information Management Diploma, data analytics) or combination of experience and education
- Medical terminology is an asset

Previous Experience:
- Three years of experience working in a health care environment. Primary care experience is preferred
- Previous experience working with Electronic Medical Records (EMR) is required - two or more different EMRs would be beneficial

- Proficient knowledge of Microsoft Office Suite with the ability to learn and use other technology platforms
- Experience or formal training in quality improvement, project management, or change management is an asset

Personal Attributes:
- Enthusiasm and passion for providing quality care
- Adaptability
- Takes initiative and accountability for delivering the best primary care to our community
- Excellent oral and written communication skills
- Demonstrated ability and willingness to work in an unstructured and dynamic environment that requires flexibility and balancing of competing priorities
- Ability and desire to develop new skills and evolve with a continuous improvement focus

License/ Certification(s):
- A valid Class 5 Driver's License and/or reliable transportation is required for travel between clinics or worksites

In this role, you can expect to:
- Develop professional, trusting relationships with all stakeholders (including physicians, clinic staff and Managers) supported by regular and timely engagement.
- Engage with and understand clinic team goals for improvement.
- Act as a panel management resource to in clinic team members (such as physicians, nurses and medical office assistants)
- Manage and maintain accurate patient panels by reviewing EMR data, reconciling demographic discrepancies, and contacting patients to confirm attachment and schedule necessary appointments.
- Collaborate with healthcare providers and clinic staff to support panel management processes, ensuring patients receive timely care and follow-up based on clinical guidelines.
- Collaborate with Practice Facilitators to assess clinic operations, implement quality improvement plans, track key performance indicators, support program evaluations through data collection, and report on activity and outcome metrics.
- Generate EMR reports to identify specific populations of patients in alignment with clinical guidelines or physician/clinic needs
- Identify patients who have not been seen regularly, or are due for screening or chronic disease management appointments based on established guidelines and protocols

Key Deliverables:
- Development of positive relationships with team members, clinics and physicians in portfolio including partnership with respective interdisciplinary clinicians and managers.
- Achieving results on quality improvement indicators specific to the clinic identified in quality improvement plan

Providing the best primary care to our community.

- Supporting clinical excellence through implementation of best practices related to panel management and EMR; supporting scale and spread of QI projects internally and across clinics

What We Offer:

- Monday to Friday schedule (8:00AM to 4:30PM)
- 80% employer paid benefits, including: extended health, dental, health spending account, life and disability insurance coverage
- Retirement Savings: 8% RRSP Matching Program
- Sick time, personal time and professional development days
- Ability to work within your full scope of practice and impact on the community in a positive manner, while collaborating with other disciplines as well
- Up to $750 per year to fund professional development opportunities, in addition to EWPCN-directed training
- On-going training and networking opportunities through our interdisciplinary team meetings (virtual and in-person)

Applications

The posting will remain active until March 17, 2025, so we invite you to submit your application as soon as possible.

Thank you for applying to the Edmonton West Primary Care Network!

EWPCN is proud to be an equal opportunity employer committed to diversity, equity, and inclusion. We encourage applications from all qualified individuals, irrespective of background or identity.

Providing the best primary care to our community.