



Position Description

Position Title:	Practice Facilitator, Primary Care
FTE:	1.0
Reports To:	General Practice Services Leader
Functional Area:	Partnership Services
Position Location:	Whangarei/Northland
Direct Reports:	Nil
Delegated Authority:	As per Delegated Authority or Nil
Budget Responsibility:	As per Delegated Authority or Nil
Key Relationships:	<p>Internal:</p> <ul style="list-style-type: none"> • Network Enablement Services • Partnership Services Team • Executive Leadership Team & Senior Leadership Team • Wider Mahitahi Staff <p>External:</p> <ul style="list-style-type: none"> • General Practices and Māori Health Providers • Locality Community Leaders • Te Whatu Ora - Te Tai Tokerau • Manatū Hauora (MoH) • Ministry of Social Development • Other Partner Agencies related to project work
Key Commitments	<p>Mahitahi Hauora has key commitments. Every position has foundational commitment to</p> <ul style="list-style-type: none"> · Whanau Wellbeing and Equity · Te Tiriti o Waitangi · The New Zealand Health Strategy · He Korowai Oranga and Whakamaua: Maori Action Plan 2020 -2025 · The Healthy Ageing Strategy · The UN convention on the Rights of Persons with Disabilities and the Disability Strategy · Ola Manuia: Pacific Health and Wellbeing Action Plan 2020-2025 <p>Whanau Wellbeing and Equity</p>

Key Purpose

This position will be responsible for working with General Practices in primary care facilitating solutions to system and service problems that support and enable improvements in quality, safety, productivity and efficiency. Working closely with general practices this role will encourage and support general practice to embed structure and core standards that enable delivery of people centered and equitable primary healthcare services.

Key functions include:

- Engaging with General Practice, Māori Healthcare Providers and other provider partners to ensure sustainable models of care and ongoing capability development.
- Support general practice to ensure quality standards are consistently met

- Interaction with Locality Networks and collaborative engagement with Multidisciplinary teams.
- Working collaboratively to facilitate the implementation of improvement methodologies, change management and programme initiatives to enhance the delivery of primary healthcare services.

Key Accountabilities

<p>Facilitation of Primary Healthcare Service Delivery</p>	<p>Working collaboratively with General Practices, Māori Health providers and other partners across primary care services facilitate and support the delivery of equitable healthcare services including the following:</p> <ul style="list-style-type: none"> • Proactively working alongside practice and providers to develop approaches to population health that reduce health inequities. • Facilitating General Practice understanding of the Pae Ora model of care, and support practice engagement and enhancement of this methodology. • Supporting providers in the implementation of all primary care initiatives and programs, encouraging a multidisciplinary team and collaborative cross-provider approach to healthcare with a continued community and localities focus. • Facilitate providers in day to day implementation of national, and local/community-initiated health promotion and targeted programs. • Support practices and providers in meeting performance targets, system level measures and assisting in the timely provision and collection of information for regional and national reporting requirements. • Support general practice teams to achieve and maintain Foundation Standards and or Cornerstone accreditation, and other important quality activities/requirements.
<p>Quality Improvement and Change Management</p>	<ul style="list-style-type: none"> • Identify improvement opportunities within provider service delivery and work collaboratively with provider teams to enable process improvements. • Utilising improvement methodology and change management facilitation work closely with providers in managing change and delivery of equitable sustainable primary healthcare solutions for their population. • Utilise proven and agreed quality improvement tools and approaches including but not limited to audit, PDSA cycles, SMART goals, risk stratification of high priority populations to enhance the capability of providers.

	<ul style="list-style-type: none"> • Work with providers and key stakeholders to understand, analyse, and interpret results and performance. Identify improvement strategies and actions to improve outcomes and develop proactive approaches to reduce population health inequities. • Work closely and collaboratively with the GP Services Leader of Mahitahi to ensure a high quality and continuous improvement focus is applied across all work, support and programs.
<p>Facilitation and Implementation of the NHH (Neighbourhood Healthcare Homes) Tranches to relevant practices</p>	<ul style="list-style-type: none"> • Work with the identified NHH approved providers in the planning, establishment and implementation of the NHH components of care ensuring deadlines and outcomes progress appropriately and meet contractual obligations. • Establish a close professional relationship with the identified Champion for the NHH provider to ensure ongoing engagement with the NHH model of care and change methodology. Where a Champion does not exist, work with the provider to establish a Champion.
<p>Implementing Equity for Whanau</p>	<ul style="list-style-type: none"> • Support the development of General Practice annual plans as part of the Equity for Whanau agreements. • Meet regularly with practice leads to complete Equity for Whanau reporting requirements.
<p>Capability Development</p>	<ul style="list-style-type: none"> • Identify workforce gaps in core competencies/capabilities and facilitate direction to appropriate education resources or providers. (eg. Post Grad Education, Mahitahi supplied education) • Work with the Primary Care Development Coordinator in supporting the development of workforce capability. • Encourage and support the development of practice champions and key resource staff to lead and sustain quality improvements. • Assess practice staff skill with using IT systems, and, where appropriate, facilitate further training and coaching. • Prepare a workflow plan for review with the GP Services Leader, and provide a monthly report on activity, identifying future opportunities for growth in developing capability of practices.
<p>Reporting & Documentation</p>	<ul style="list-style-type: none"> • Report regularly to the GP Services Leader on issues that may arise and propose solutions for discussion and implementation. • Ensure all documentation relating to practice and providers is accurate, current and easily retrievable.

	<ul style="list-style-type: none"> • Maintain a record of time allocated to practices to enable analysis, invoicing of time, and discussion with members of the team.
Networks & Links	<p>Work collaboratively with Internal & External key stakeholders including:</p> <ul style="list-style-type: none"> • Support the facilitation of Practice Manager meetings regularly to foster collaboration and peer support across the network. • Work collaboratively with Facilitator peers to ensure consistent approach across all providers. • Create sustainable influential relationships with provider teams and individuals in achieving best and evidence-based practice in primary health improvement. • Develop and maintain positive relationships with all internal and external stakeholders of Mahitahi. • Demonstrate approaches that meet the needs of Māori and other high priority populations in a culturally appropriate manner.
	<ul style="list-style-type: none"> •
Organisational	<ul style="list-style-type: none"> • Have a good understanding of and comfortability in communicating the vision and strategic priorities of Mahitahi Hauora. • Maintain client confidentiality at all times, clients' rights, privacy and confidential information are safeguarded. • Understands the principles of the Privacy Act 2020, and Health Information privacy Code (1994)(2020) • Recognise individual responsibility for workplace Health & Safety under the Health and Safety at work Act 2015 (HSWA 2015). • Implements organisational policies and procedures, legislation and guidelines with their work.

Person Specification

Key Competencies: These competencies are specific to the position and reflect the key behaviours that directly support overall success in the position.

	Decision Quality	Problem Solving
	Improvement & Change	Interpersonal Savvy
	Process Management	Communication

Key Qualifications, Experience, Skills and Knowledge:

Education and Qualifications	
<i>Essential</i>	<i>Desirable</i>

<ul style="list-style-type: none"> • Relevant tertiary qualification or training/experience equivalent • Computer literacy skills, e.g. Microsoft Office 365, Sharepoint. • Current and un-encumbered Drivers Licence 	<ul style="list-style-type: none"> • Training in the primary healthcare sector
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Experience

<i>Essential</i>	<i>Desirable</i>
<ul style="list-style-type: none"> • Preferably 3-5 years experience in primary/community health care • Experience in analysis and interpretation of data • An understanding of change management • Experience in the use of a Practice Management system (Medtech or other primary care PMS) • Demonstrable experience in improving outcomes for a population • Demonstrable understanding and experience of equity in healthcare. • Experience in developing and managing relationships with health professionals • A confident communicator with excellent spoken and written English and a confident telephone manner 	

A commitment to the development in competency of

<i>Essential</i>	<i>Desirable</i>
<ul style="list-style-type: none"> • Te Tiriti o Waitangi and our obligations in our day-to-day work • Confidence in expressing and observing Tikanga, Māori protocols • A good understanding of Pae Ora and He Korowai Oranga • Privacy Act (1993)(2020) and Health Information Privacy Code (1994)(2020). 	<ul style="list-style-type: none"> • Health and Safety at Work Act 2015(HSWA) • Health and Disability Commissioner (Code of Health and Disability Services Consumers’ Rights) Regulations (1996). • New Zealand Council of Healthcare Standards. • Understanding of the National Health Target and Screening Programmes • Foundation Standards and/or Cornerstone

Skills and Personal Attributes

<p>Skills:</p> <ul style="list-style-type: none"> • Strong communication skills, both written and verbal. • Strong interpersonal and relationship building skills. • Has the necessary skills to handle confidential or controversial information with sensitivity, discretion and professionalism, understanding that all such knowledge remains confidential to the organisation and, within the organisation used only for the purpose originally collected. • Excellent organising and time management skills, and ability to prioritise and manage conflicting demands without compromising quality and flexibility, even in times of pressure. 	<p>Personal Attributes:</p> <ul style="list-style-type: none"> • Ability to work as a team and be a valued team member. • Ability to maintain a high level of confidentiality and non-judgement respecting each individual’s right to privacy. • Attention to detail and accuracy. • Ability to exercise wisdom and initiative. • Punctuality and reliability. • Flexibility to cope with changing demands. • A professional attitude displaying personal integrity and honesty.
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<ul style="list-style-type: none">• Strong decision making ability and ability to meet deadlines• Knowledge & proven computer skills with Microsoft Office applications, particularly Word, Outlook, Excel and Office 365	<ul style="list-style-type: none">• An ability to work with a range of teams and individuals; demonstrating tact; a calm and caring nature.• Open to learning opportunities and enhancing skills and knowledge relevant to the role.
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Variation of Duties

Duties and responsibilities described above should not be construed as a complete and exhaustive list as it is not the intention to limit in anyway the scope or functions of this position. Duties and responsibilities can be amended from time to time, either by additional, deletion, or straight amendment by the CEO to meet any changing conditions. Any variation to duties will be discussed and agreed with you.

Employee Name:

Employee Signature: Date:.....

Manager Name:

Manager Signature: Date:.....