

Primary Care Health Coach (LPN)

Purpose of Position

Health coaching is a new concept in primary care. Goals include enhancing the patient's primary care experience, improving clinical outcomes and quality of life and increasing efficiency in the family physician's office.

Primary Care Health Coaches will report to the doctor that they are assigned to and to the Team Leader of the Resources in Clinics project at the PCN. These are contract positions with funding until March 31, 2011 with a possibility of becoming permanent.

Key Responsibilities

The key responsibilities of this role may vary depending on the the needs of the particular physician/clinic.

Responsibilities could include but are not limited to:

1. Development of the Health Coach role within a specific family physician clinic
 - Working closely with family physicians and the rest of the clinic team to enhance the delivery of care and not duplicate current roles within the clinic
 - Doing pre-visit prep work such as preparing routine lab requisitions and consults, gathering vital signs, BMI etc...
 - Completing post-visit work such summarizing the physician appointment with the patient
 - Working with patients to improve their health by providing basic health education and promoting the concepts of self management.
 - Assisting patients to navigate the health care system and access needed supports and resources
 - Completing physicians' orders
 - Supporting and monitoring patients with telephone follow up between appointments
 - On-going evaluation of this pilot program and collecting of metrics where appropriate
2. Developing and assisting the Physician and clinic with panel management
Panel Management involves using information technology and primary care teams to ensure that patients receive the chronic and preventive care that is required. Responsibilities could include but are not limited to:
 - Assisting the physician and the clinic to be pro-active in their patient care by monitoring the need for and sending patients for routine testing, exams, immunizations etc... without needing to first come for a physician appointment.
 - Monitoring a physician's defined patient panel for routine lab results and exams such as A1C testing for patients with diabetes or regular mammogram exams for women.
 - Working with the patient, the physician and the rest of the primary care team to keep lab results, BP and other health indicators in target.
 - Ongoing evaluation and improvement of the panel management process.



Edmonton North PCN
1038 Northgate Centre, 9499 – 137th Avenue
Edmonton, AB T5E 5R8
Phone: 780.473.7131 Fax: 780.473.7181
Website: www.enpcn.com

Qualifications & Expertise

- Licensed Practical Nurse with a minimum of three years experience
- Previous experience working in a primary care setting is definitely an asset
- Clinical skills and experience of chronic disease conditions
- Passionate and enthusiastic about the concept of Health Coaches and prepared to persevere with those who are reluctant to change the status quo.
- Innovative in the delivery of primary care
- Respect and understanding of patient confidentiality
- Strong computer skills and comfort with electronic medical records

Personal Attributes

- Clear and concise communication skills; both verbal and written
- Able to work autonomously and prioritize workload
- Willing to take initiative
- Able to work in a team environment and recognizes the value of collaboration
- Able to act responsibly and accountably
- Willing to be flexible, creative and juggle competing priorities in an unstructured environment

Hours of Work & Special Considerations

35 – 40 hours per week, exclusive of lunch. While the majority of the work hours are anticipated to fall within Monday to Friday 8:00 to 4:30 hours may be reflective of the physician's clinic. This could include some extended evening hours and/or Saturdays.

Occasional early morning or late evening meetings may occasionally be required.

As travel may be required a valid driver's license and access to a vehicle is needed.

All Edmonton North Team Members should demonstrate:

- Belief in, and support of, the purpose of the PCN
- Belief that effective primary care is the foundation of our healthcare system
- A service oriented way of being and approach
- An ability to work effectively with multiple stakeholders including, but not limited to, patients and their families, physicians, co-workers, Capital Health employees, and community partners
- Respect for others views and opinions
- Respect for, understanding of, and abide by confidentiality and privacy guidelines
- Accountability and responsibility for own role while also team oriented and willing to help out when/where needed
- An ability to work independently and prioritize workload
- An awareness of strengths and limitations and willingness to ask for support/help
- Flexibility, with a willingness to adapt to a dynamic environment
- An openness to continually learning, and finally, but not least
- An enthusiasm for the work they do and the organization they are a part of