

Position Description Coordinator, Practice Capability & Innovation (Digital Health)

Key Objective & Summary

The role is responsible for supporting the Practice Capability & Innovation Managers to coordinate stakeholder relationship management strategies and deliver program outcomes:

- Support the implementation of the adoption of Digital Health initiatives resulting in effective engagement and healthcare provider readiness across the entire Western Queensland Primary Health Network area.
- Support primary healthcare providers and their administration staff to build practice capabilities to manage increasingly complex health needs in the communities by the utilisation of contemporary digital platforms.

TEAM & LOCATION	Practice Capability & Innovation, WQPHN office or home
FUNDING	<ul style="list-style-type: none"> • ADHA 2020-22 Workplan for Digital Health adoption across Western Queensland • Other Digital Health programs e.g. HealthPathways, GP Smart Referrals and associated programs
AWARD	Health Professionals and Support Services Award 2010 (nominal only, classification not applicable)
STATUS	Full time, 1.0 FTE, 76 hours per fortnight
REPORTS TO	Program Manager, Practice Capability & Innovation Implementation Manager, HealthPathways
DIRECT REPORTS	Not applicable
DELEGATIONS	This position does not have delegations
EXTERNAL LIAISON	<ul style="list-style-type: none"> • Australian Digital Health Agency • Queensland Health and other hospitals or health services (government and non-government) • Indigenous health services • Primary Healthcare clinical service providers and health professionals including general practice and pharmacies • Other government departments and community sector agencies.

Accountabilities

The Coordinator, Practice Capability & Innovation (Digital Health) shall achieve key accountabilities and performance indicators, including:

1. Plan and coordinate the delivery of awareness, education, readiness and change management support to healthcare providers and WQPHN staff across Western Queensland for the implementation of Digital Health strategies, including but not limited to WQ HealthPathways and WQ HCH program.

The Western Queensland Health Care Home (WQHCH) will aim to better integrate GP-led multidisciplinary team-based care for the health and wellbeing of an enrolled population. It is a place that connects an individual with the broader health and social care system.

WQ HealthPathways is an evidence-based referral pathway tool designed to help clinicians make assessment, management and referral decisions. It is a program based on the systematic development, online publication and updating of clinical and support pages appropriate for the Western Queensland health system and environment.

2. Ensure all activities support WQPHN's Strategic Plan and contribute to our vision: *Western Queenslanders experiencing better health.*
3. Support the HealthPathways Implementation Manager to align and integrate WQ HealthPathways with other digital initiatives and platforms across the Western Queensland health system.

4. Engage with WQPHN staff and healthcare providers to build capacity for the utilisation of Digital Health Programs as below:
 - a. Provide a “help desk” function to enable providers to complete all steps needed to ensure functional Digital Health technologies within their General Practice or Primary healthcare organisation
 - b. conduct regular stakeholder engagement meetings to further create awareness and identify healthcare providers and pharmacies to utilise Digital Health platforms e.g. My Health Record/ePathology capabilities, NASH certificate renewal, WQ HealthPathways, and GP Smart Referrals
 - c. identify potential super-users and clinical champions for peer to peer education,
 - d. ensure that all activities are culturally inclusive, and engage closely with Aboriginal and Islander Community Controlled Health Services (AICCHS).
5. Using training materials and support provided by the Agency, Streamliners NZ, Queensland Health Clinical Excellence, or other sources, coordinate the delivery of face-to-face, virtual and other training for healthcare providers and the administration staff to support capacity for accreditation, and quality improvement initiatives.
6. Ensure healthcare providers are aware of relevant Digital Health communications, collateral and the resources available and the methods for obtaining and ordering various collateral.
7. Undertake project monitoring, evaluation and ensuring projects are completed within the set scope and budget, on time and in accordance with risk and quality management requirements. Ensure consistency and accuracy of project reporting and baseline data, including data quality and availability of information is optimised and fit for purpose.
8. Monitor relationships with key stakeholders, and provide information and advice on issues to management relating to both internal and external stakeholders.
9. Undertake other such duties and training as may reasonably be required and which are consistent with the level of responsibility of this position.

Core Competencies

The core competencies expected of all WQPHN staff are:

1. **Managing Change:** Support organisational changes needed to improve effectiveness; helping others to successfully manage organisational change. Undertake training and professional development to maintain or develop for required capabilities.
2. **Customer Orientation:** Represent WQPHN in a professional and appropriate manner, demonstrating commitment to satisfying external and/or internal customers, including culturally appropriate respectful communication.
3. **Analytical Thinking:** Identify and seek out information needed to clarify a situation, and to address problems by using a logical, systematic, sequential approach.
4. **Verbal and Written Communication:** Express oneself clearly and appropriately in conversations and interactions with others and in business writing, including giving presentations and writing reports.
5. **Teamwork:** Work cooperatively with others in a team and in accordance with the Code of Conduct and encourage other staff to do the same.
6. **Initiative:** Identify what needs to be done and doing it before being asked or before the situation requires it.
7. **Influencing Others:** Gain others' support for ideas, proposals, projects, and solutions.
8. **Personal Resilience Qualities:** Demonstrate integrity, punctuality, reliability and a commitment to problem-solving and achieving results.
9. **Safety:** Support the provision of a safe environment by complying with safe work practices and the WQPHN risk management framework.
10. **Quality:** Comply with the WQPHN Quality Management System (QMS), policies and procedures, and document control. Actively contribute to Continuing Quality Improvement (CQI) and other initiatives.

Minimum Qualifications and Competencies

1. Experience in an equivalent position or a relevant project management role is essential.
2. Qualifications and/or substantial experience in primary healthcare and/or health management is preferred.
3. A driver's licence and competence in driving long distances in rural or remote areas is essential.
4. Demonstrated knowledge and understanding of the primary health care sector is essential, particularly the health, social and emotional well-being needs of regional, remote and rural communities including Aboriginal & Torres Strait Islander Peoples.
5. Experience in digital health platforms and primary health care strategies including clinical data collection, collations and analysis or similar is preferred.
6. The ability to represent WQPHN in a professional and appropriate manner and in doing so raise the profile of general practice and its role in primary health care.
7. Highly developed interpersonal communication skills to build and maintain internal and external relationships.
8. Ability to work with minimal supervision.
9. Ability to manage conflicting deadlines and demonstrate effective problem solving skills.
10. Evidence of ability to prepare business communication documents, reports, agendas, minutes, and general correspondence.
11. Competency and experience in computing applications including SharePoint, word processing, spreadsheet, database, presentation software, and similar.
12. Equipment to be used:
 - a. personal computers including laptops and software including Microsoft applications;
 - b. office equipment including telephone, facsimile, photocopier, printer and other business equipment; and
 - c. audio-visual, electronic, and other equipment for meetings, events and teleconferences.
13. The incumbent may be required to undertake training and professional development to ensure currency of knowledge and professional obligations.

Key Performance Areas and Selection Criteria

Professional

1. Demonstrated competence in developing primary healthcare practice capabilities integrating digital health information platforms to meet complex health needs in a challenging remote, rural or regional environment.
2. Proven capacity to display initiative and efficiency in time management, setting priorities, and problem solving, with minimal supervision, within policy guidelines, with attention to detail and documentation for program management and reporting.

Communication & Engagement

3. Demonstrated high level interpersonal skills (written and oral), with cultural understanding and respect to collaborate effectively with a range of stakeholders (including AICCHSs), contractors, suppliers and staff, within a geographically dispersed multi-disciplinary context, and to contribute to a positive culture.

Control, Continuous Improvement and Compliance

4. Demonstrated ability to develop quality improvements and actively support and engage participants in CQI activities:
 - a. continuous quality improvement and change, professionalism, teamwork and performance accountability;
 - b. policies including employment equity, anti-discrimination, workplace health and safety; and
 - c. privacy principles and confidentiality, including sensitive health records.

Other

5. Hold a current driver's licence, unrestricted for work purposes.