

Position Description: Project Coordinator, Quality Improvement Decision Support Program**TITLE**

Project coordinator for AFHTO's Starfield framework development project

QUALITY IMPROVEMENT DECISION SUPPORT PROGRAM

The goal of AFHTO's Quality Improvement Decision Support (QIDS) program is to obtain the best value possible from Ontario's investment in QIDS Specialists positions. "Value" in this context means supporting the development of processes and tools to incorporate Starfield principles into manageable, meaningful measurement in the primary care sector.

STARFIELD FRAMEWORK DEVELOPMENT PROJECT

AFHTO's approach to primary care measurement is based on the Starfield principles. These principles include a focus on the relationship with patients and ability to deliver the comprehensive care patients value. (see [The Starfield model: Measuring comprehensive primary care for system benefit](#)). AFHTO has invested recently in an effort to "get started" with membership-wide performance measurement in the form of Data to Decisions 1.0: Advancing Primary care. The next steps for D2D 1.0 are intended to advance meaningful measurement in primary care in a way that is consistent with Starfield principles. The scope of the Starfield framework development project includes a series of activities by AFHTO members and external partners, ranging from confirmation of the theoretical basis to establishing weights for the components of the measures of doctor-patient relationship to developing technical solutions for reporting, analyzing and disseminating data and evaluating the impact on quality of care.

PROJECT COORDINATOR ROLE

Reporting to the Provincial Lead for the QIDS program, the **Project Coordinator** will play a critical role in delivering on this objective. The role will be responsible for coordinating and aligning the efforts of external partners with AFHTO's members in a way that leverages the ongoing work of the QIDS program. The specific role of the position includes the following:

- Manage work plan: Under the direction of the Provincial Lead for the QIDS program, the project coordinator will collaboratively develop and implement a detailed work plan focused on incorporating Starfield principles into AFHTO's ongoing efforts to advance manageable meaningful measurement, based on an existing high-level summary of proposed work streams.
- Recruit partners and participants:
 - Facilitate the development and application of criteria by which projects proposed by external partners will be judged for inclusion in the overall work plan, based on each project's capacity to achieve the goals of the defined work streams.
 - Recruit patients, research partners and AFHTO members for relevant roles in the project
 - Contribute to positive relationships and effective communications with other QIDS program partners including other primary care providers, research partners, the

Ministry, LHINs and related agencies (e.g. HQO, eHealth Ontario, OntarioMD, CIHI) and EMR vendors, among others

- Facilitate access to external funding opportunities: Identify and facilitate applications for opportunities for funding for research program, including tracking revenue and spending
- Communicate:
 - Develop and implement communication processes to increase awareness and support of Starfield principles and their importance in demonstrating the value of interprofessional comprehensive, patient-centered primary care
 - Provide secretariat support to the Research Advisory Team (Starfield), including providing ongoing progress reports to AFHTO membership and external partners
 - Contribute to a culture of learning and continuous improvement in performance measurement within AFHTO member organizations.

AFHTO WORK ENVIRONMENT

The majority of work will be carried out at the AFHTO office in Toronto. Telework opportunity can be negotiated. Travel to AFHTO member sites across Ontario will be required. Meetings and events will require occasional weekend or evening work.

POSITION REQUIREMENTS

Education and experience

- Formal education in public Health, clinical science (medicine, nursing, allied health) Health Policy, Health Sciences (eg health education, promotion, planning or policy), epidemiology, Social Sciences (e.g. [medical] sociology, [medical] anthropology, psychology), Health/Research Communications, Implementation science or a related field
- Masters degree preferred plus 2 years of practice, or equivalent combination of a university degree with work experience
- Deep knowledge of health care system gained through work experience in healthcare settings (preferably primary care) involving project management, secretariat support and stakeholder coordination and consultation.

Competencies and Expertise:

- Demonstrated ability to coordinate research studies from funding application to final reports, especially in the field of health services evaluation/measurement
- Demonstrated ability to lead and organize projects, using effective project management methods with timely and complete delivery of concurrent projects within budget.
- Demonstrated ability to work within a consultative model with demonstrated experience in working with researchers and diverse stakeholders at frontline, senior manager, community and provincial levels
- Excellent writing, communications, interpersonal and education skills and the ability to establish and maintain positive relations with stakeholders.

- Demonstrated ability to self-organize work with multiple deadlines and deliverables; exercise innovation; take initiative, use independent judgment and problem-solve. Able to work independently and as part of a team.
- Proficiency in word processing and web-based research. Functional in the use of spreadsheets and databases. Expertise in web technology is an asset.
- Ability to travel and work flexible hours, including occasional evenings, weekends and short trips.
- Valid Ontario driver's license

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