



POSITION DESCRIPTION

POSITION TITLE: Chronic Disease Management Clinician **DEPARTMENT:** Primary Care - My Health Team

CLASSIFICATION: Chronic Disease Management Clinician **APPROVED BY:** Regional Lead – Community & Continuing Care

UNION: MGEU Professional Technical **DATE APPROVED:** February 14, 2020

REPORTING RELATIONSHIPS

POSITION REPORTS TO: Manager, Health Services - Primary Care

POSITIONS SUPERVISED: None

POSITION PURPOSE

Reporting to the Manager, Health Services and in collaboration with My Health Team, the Chronic Disease Management Clinician is responsible for the development and delivery of chronic disease management services, self-management, and prevention programs to address health needs and priorities of the My Health Team patient population. The incumbent works in partnership with My Health Team primary care providers and allied health care professionals, fee-for-service clinic staff, community organizations and Southern Health-Santé Sud staff and programs to provide services and health education programs that maintain and promote the health of the My Health Team patient population. The Chronic Disease Management Clinician assesses My Health Team patient and community needs, identifies patients at risk for illness, strengthens and increases supportive referral networks, supports linkages to community-based resources, provides education on risk management and chronic disease care, and provide chronic disease prevention, management and support.

The incumbent exercises the appropriate level of initiative and independent judgment in determining work priorities, work methods to be employed and action to be taken on unusual matters. The position functions in a manner that is consistent with the mission, vision and values; and the policies of Southern Health-Santé Sud.

ESSENTIAL FUNCTIONS AND BASIC DUTIES

Duties and functions include but are not limited to the following:

Primary Health Care:

- Responsible for the assessment, planning, delivery and evaluation of primary health care services for patients within the My Health Team partnering Primary Care Clinics, which may include:
 - Comprehensive, multidimensional health assessment.
 - Identification of actual/potential health issues.
- Works with patients to set goals, plan and implement guideline-based, evidence-informed interventions with a focus on health promotion and prevention of illness, chronic disease management and self-management.
- Works with patients to monitor and evaluate desired health outcomes.
- Collaborates with the other My Health Team members and healthcare professionals to ensure optimal care for the patient.
- Initiates referrals or other supports to manage chronic diseases based on specialty (e.g. insulin titration, nutrition education and counseling, supporting chronic disease self-management, home self-management assessments, wound care management).
- Adheres to all patient care standards as outlined by the profession and the regulatory professional body.

Collaboration:

- Establishes and maintains an excellent, collaborative team relationship with the other My Health Team members, primary care providers and the inter-professional teams in practice.
- Develops and maintains excellent working relationships with the community-based organizations and Regional Health Authority services.
- Functions as a member of the My Health Team:
 - Collaborates with other members of the My Health Team to ensure integrated, quality care.
 - Consults and refers to relevant My Health Team health care providers or community-based provider as appropriate.

Network Development:

- Contributes knowledge and expertise in community development, service integration and program development with community based resources and members in the My Health Team.
- Provides expertise in population health issues and community development to inter-sectoral groups and agencies within the My Health Team.
- Meets and collaborates with My Health Team members and community based services in the development and implementation of the My Health Team to ensure service integration and avoid duplication.
- Collaborates with community programs to address and identify potential sharing of service delivery.
- Enables local capacity building through:
 - Encouraging patient participation in community activities
 - Promoting and identifying community activities amongst My Health Team partners.

Patient Health and Wellness:

- In collaboration with the My Health Team partners implements the chronic disease management and prevention program in the designated area in partnership with primary care providers including:

- Meets with primary care providers regarding the needs of patients, roles and responsibilities, and service expectations.
- Meets with primary care providers to identify interests and health issues and tailor clinics/programming based on identified needs.
- Effectively utilizes existing community resources.
- In collaboration with My Health Team members and inter-professional team, plans, develops, implements, and evaluates programs within the My Health Team, which promote health, prevent chronic disease and decrease and delay complications.
- In collaboration with patients, and My Health Team partners, plans, develops implements and evaluates programs within the clinic settings that promote health, prevent illness and postpone disability.
- Works with the team to ensure service coordination on behalf of the patients and providers, identifying their needs and supporting access to appropriate community, volunteer and professional services and programs.

Public Relations/Communication and Other:

- Supports and fosters an atmosphere of excellent customer relations throughout the organization and in all relations with patients, families, My Health Team partners and external agencies.
- Acts as a preceptor for students in health related education programs.
- Contributes to making the organization safe for patients, residents, clients and staff, and recognizes the importance of reporting unsafe situations and participating in follow up reviews as a learning opportunity.
- Pursuant to the Regional Health Authority Act, Southern Health-Santé Sud is designated bilingual (English/French). Accordingly, all employees accept responsibility to support clients in their official language of choice.
- Performs other duties as assigned.

RESPONSIBILITIES AND ACCOUNTABILITIES ARE ASSIGNED IN BROAD ORGANIZATIONAL OBJECTIVES. THE POSITION IS SUBJECT TO REVIEW OF GENERAL EFFECTIVENESS AND ATTAINMENT OF OBJECTIVES THROUGH PERFORMANCE MEASUREMENTS.

PERFORMANCE MEASUREMENTS

1. Achievement of defined goals.
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QUALIFICATIONS

EDUCATION/CERTIFICATION:

- Undergraduate degree in a Health Sciences related discipline from an accredited university.
- Active practice registration with the respective professional association.
- Diabetes Educator Certification or the ability to attain within 2 years required.
- Asthma and/or Respiratory Educator Certification preferred or the ability to attain within 2 years required.
- Other training related to assessment and care of chronic disease an asset (including physical and mental health related).

KNOWLEDGE REQUIRED:

- Knowledge of diabetes management.
- Knowledge of current clinical practice guidelines.
- Knowledge and comprehension of mental health and its links to chronic disease.
- Knowledge and understanding of a population health approach, determinants of health, and equity, as it relates to chronic disease.
- Knowledge and understanding of fee-for-service primary care work environment.
- Proficiency in computer software; experience with electronic medical records preferred.

EXPERIENCE REQUIRED:

- Minimum two (2) years' (within the last five years) of related experience in community services, primary health care or primary care clinic setting.

SKILLS/COMPETENCIES/CONDITIONS OF EMPLOYMENT:

- Demonstrated Health Behavior Change Counseling and Motivational Interviewing skills.
- Demonstrated ability to plan, implement and deliver chronic disease management and self-management programming to individuals and groups.
- Demonstrated ability to work in an inter-professional team, promote teamwork, collaboration and partnerships.
- Demonstrated ability to initiate and work independently.
- Demonstrated critical thinking and decision-making skills.
- Demonstrated ability to work in a fast paced, changing environment.
- Demonstrated excellent interpersonal, verbal, and written communication skills.
- Given the cultural diversity of our region, the ability to respect and promote a culturally diverse population is required.
- Proficiency of both official languages is essential for target and designated bilingual positions.
- Demonstrated ability to respect confidentiality including paper, electronic formats and other mediums.
- Demonstrated ability to meet the physical and mental demands of the job.
- Good work and attendance record.
- Completes and maintains a satisfactory Criminal Record Check, Vulnerable Sector Search, Adult Abuse Registry Check and Child Abuse Registry Check, as appropriate.
- All Health Care workers are required to be immunized as a condition of employment in accordance with Southern Health-Santé Sud policy.
- Requires a valid Class 5 driver's license, an all purpose insured vehicle and liability insurance of at least \$1,000,000.00.

WORK CONDITIONS:

- No hazardous or significantly unpleasant conditions.
 - May work occasionally evenings and weekends as necessary.
 - Will be required to travel to other regional facilities as the position duties may require.
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SALARY SCALE:

As per MGEU Professional Technical Collective Agreement Salary Scale.

Job descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff, and termination decisions. Well constructed job descriptions are an integral part of any effective compensation system.

All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills and abilities included have been determined to be the minimal standards required to successfully perform the position. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.