

Manager - Evaluation

Organization: Red Deer Primary Care Network (RDPCN)

Location: Red Deer Primary Care Network (RDPCN) Primary Clinic

Reports To: Executive Director

Position Summary

The Evaluation Manager is responsible for supervising the evaluation team and for quality improvement initiatives, research projects, knowledge transfer, and database planning and implementation.

Reporting to the Executive Director, this position works with PCNs of varying size in planning and implementation of evaluation activities including, but not limited to, logic model development, indicator selection, data collection, analysis, report production, strategic planning, business planning and dissemination. The role will be required to build relationships, manage expectations, and manage a variety of projects in a complex environment. This position includes responsibilities as the Privacy Coordinator for privacy policies and training within PCNs.

Key Responsibilities

PCN Evaluation Services across Central Zone PCNs

- Planning and implementation of evaluation activities including, but not limited to, logic model development, indicator selection, development of data collection systems, data analysis, and report production and dissemination.
- Manage multiple, competing projects in a timely and efficient manner
- Hire, train and provide direction to Evaluation team members and contractors to support evaluation activities.

Quality Improvement Initiatives and Research Projects Across Central Zone PCNs

- Support quality improvement initiatives across the Central Zone PCNs/Central Corridor Regional Primary Care Network, as appropriate through relationship building and the development of relevant data collection and reporting systems
 - Participate in and provide evaluation expertise to Red Deer's Patient Medical Home Team meetings as needed
 - Develop data collection and reporting systems to support PMH Team activities
- Coordinate research projects that Central Zone PCNs or the Central Corridor Regional Primary Care Network are involved in.
 - Provide coordination, direction and/or oversight to research activities as appropriate
 - Act as contact with relevant research organizations, such as Health Quality Alberta, APERSU, or post-secondary institutions.
 - Responsible for research agreements as required
 - Mentor /supervise post-secondary students involved in research projects.

REDCaP and Power BI systems

- Plan and create Power BI data visualization projects with meaningful dashboards and visualizations based on program data to contribute to quality improvement and reporting requirements
- Work with IT support on REDCaP to ensure ongoing operation, data privacy, and data management.
- Attend quarterly Canadian REDCaP Administrator meetings in partnership with PCN IT services.

CHR EMR

- Provide evaluation expertise to the refinement of CHR EMR analytics systems for data collection and reporting.
- Identify ways to efficiently use Qnaires for survey distribution and data collection.
- **RDPCN** Work with PCN staff and relevant stakeholders to create appropriate logic models, evaluation plans and frameworks during program development or review.
- Provide quarterly and annual reports, including those required by Alberta Health, Recovery Alberta, and Primary Care Alberta.

Alberta Workshops

- Provide evaluation expertise to the Alberta Workshops program, both within Red Deer PCN and provincially.
 - Work with Red Deer Health promotion Manager and staff to create appropriate Patient Reported Outcome and Experience Measures and other relevant data collection methods to support program evaluation.
 - Create data collection and reporting systems for provincial Alberta Workshops annual reporting. Create an annual Provincial Annual Report to be shared with AB Workshops partners.

Lead knowledge translation activities

- Work with relevant program staff to identify appropriate conferences/forums to highlight Central Zone PCNs/Central Corridor Regional Primary Care Network work.
- Facilitate abstracts and conference presentation submissions with the RDPCN.

Member of the Red Deer leadership team that provides overview and oversight of PCN. Brings evaluation reporting and insight to these meetings to inform PCN leadership of current trends and inform decision making.

Privacy Coordinator

- Develop a working understanding of the Collection, Use and Disclosure sections of the Health Information Act and a basic knowledge of the other sections.
- Responsible for annual privacy training within the Red Deer PCN.
- Responsible for privacy orientation to new staff, contractors or students
- Responsible for the creation and maintenance of the Information and Sharing documents within the PCN.
- Connect with relevant privacy experts for consultation as needed:
- Update RDPCN privacy documentation and amend as needed with new advanced in technology or changes in care.
- Includes but is not limited to Privacy Impact Assessments, provincial Organizational Readiness Assessments, disclosure requests, breach reports, and ethics submissions.

Business Planning

- Conduct environmental scanning
- Provide expertise on the development of the evaluation section of the Business Plan document

- Provide input into the development of evaluation services for transition to Central Corridor

Qualifications

Education

- Master's degree in Evaluation, Social Sciences, or health-related area. An equivalent combination of education and experience may be considered.

Experience

- Minimum of 5 years of progressively responsible experience in evaluation or performance measurement
- Experience managing employees.
- Previous experience working in a health care setting preferred.
- Understanding of Alberta's Primary Care Networks and a person-centred strategy for care provision.
- Research, conceptual, and problem-solving skills required to design and manage implementation of monitoring systems and program evaluations.
- Experience in, or knowledge of, quality improvement processes

Technical and Communication Proficiencies

- Demonstrated ability to develop data collection tools for tracking indicator/measures data such as surveys or interview guides.
- Strong computer skills: Proficient with email, MS Office, and survey design software is required.
- Advanced knowledge of and experience with mixed methods and instrument design.
- Ability to analyze and summarize quantitative and qualitative data.
- Familiarity with data visualization software, preferably PowerBI business intelligence software.
- Experience with Electronic Medical Records, preferably CHR.
- Demonstrates superior technical writing skills to create clear process documentation, communication, and create high quality, professional, user-friendly reports
- Ability to effectively communicate evaluation results orally to meet the needs of a variety of audiences.
- Strong project management and organizational skills, with the ability to coordinate and execute several unrelated projects at one time.

Skills and Competencies

- Ability to work collaboratively with a broad spectrum of external stakeholders including patients, physicians, clinic staff and other health system professionals.
- Treats everyone with respect and dignity;
- Works collaboratively with patients and the health care team;
- Is committed to excellence and innovation;
- Is able to adapt and develop new skills and applied practice;
- Is comfortable working independently;
- Values relationships;
- Is able to work effectively in a highly complex, and dynamic environment;
- Demonstrates problem-solving skills and initiative;