



Oxford and Area Ontario health Team (OHT)

Patient Navigation Planning Coordinator

JOB TITLE: Patient Navigation Planning Coordinator
REPORTS TO: Executive Project Lead
STATUS: Full time contract position until March 31, 2022

Health Care in Ontario is changing! Provincially, Ontario Health Teams (OHTs) are being introduced by the Ministry of Health to improve the delivery of integrated and patient-oriented care. At maturity, Ontario Health Teams will offer seamless, coordinated services across the health care continuum including acute care, primary care, home care, and community care. As part of this current transformation, the Oxford and Area OHT has been formed, representing a partnership of more than 25 organizations throughout our region.

OHT's are responsible for developing 24/7 patient navigation services for their attributed populations. These services will be complemented by the provincial Health Care Navigation Service (currently in development) once it goes live, which will help both patients and providers to navigate our healthcare system more effectively.

To assist with this planning, one-time funding support is being provided for OHTs who agree to complete a series of planning deliverables by March 31, 2022, in collaboration with Ontario Health's Navigation Service team. Participating OHTs will have an opportunity to work with Ontario Health and the identified Navigation Service Supplier to co-design the new provincial service. This funding is intended to support the recovery of the health system by transforming how care is delivered and giving patients more choice in how and when they receive health care, including expanding access to virtual care services.

The Oxford and Area OHT is seeking a Patient Navigation Planning Coordinator who will work closely with the Oxford and Area OHT Operations Team and support and implement the deliverables below.

Secondments from partners within our region are encouraged and preferred

Planning Deliverables:

- Development of an Asset Inventory and Map, Analysis of Services and associated referral workflows within the Oxford region.
- Development of an inventory / summary document of current state data / information directories in use by HSPs / organizations to help inform the design and build of the Health Service Directory component of the Navigation Service.
- Co-design and complete a template for a Navigation Service-OHT Navigation Plan that describes how the OHT's Centralized Access Supports would connect via warm transfers with the Navigation Service solution in a standardized manner.
- Assist Ontario Health and Ministry of Health in working with the Navigation Service Supplier during the iterative design / build / test phase to ensure that Client Users representatives from across all OHTs are engaged in this stage.
- Participation in a monthly regional OHT-Navigation Service advisory committee meeting.



Qualifications & Experience:

The Patient Navigation Planning Coordinator role will require someone who has:

- In depth knowledge of Ontario's OHT model and local OHT structure/plan
- Experience influencing systemic change in an established healthcare environment
- Proven track record of being able to deliver on organizational targets.
- Actively engages in the identification and use of health-related data to support planning
- Ability to influence change in a dynamic established environment
- Project management experience in the healthcare setting a strong asset
- Ability to work cross-collaboratively with groups across the OHT to align approaches with other areas of work
- Ability to develop effective and collaborative working relationships with the members of the Ontario Health Navigation Service and relevant internal/external stakeholders

Additionally, the ideal candidate will have the following competencies/skills:

- Excellent interpersonal skills, with experience engaging health system leaders and demonstrating tact and diplomacy with diverse groups of stakeholders (including patients, front-line healthcare providers, community agencies, and healthcare administrators)
- Outstanding customer service skills, is a self-starter
- Ability to effectively and concisely communicate, both orally and in writing, including effective presentation skills
- Experience in health care with a minimum of five years of experience
- Excellent understanding of Ontario's healthcare system and healthcare administration
- Excellent problem-solving skills, negotiation, issues management, organizational, project management, decision making and analytical skills
- Clinical or health care administrative background an asset, especially in a variety of care environments (Acute, Primary, Community)

ACCOUNTABILITY, REPORTING AND CONDITIONS:

Reporting Relationship: Patient Navigation Planning Coordinator reports to the Executive Project Lead.

Supervisory Responsibilities: None

Equipment to be used: Computer, printer, copier, telephone, fax machine, filing cabinets, audio/video equipment, microphones, etc.

Typical Physical Demands: Office environment

Typical Mental Demands: Typical mental demands

Working Conditions: In person work required. Must have own transportation for local travel.

Competitive salary and benefits will commensurate with experience.

To apply, please submit cover letter and resume to info@oxfordandareaoh.com by end of day **Tuesday, August 24, 2021**. Only successful applicants will be contacted to participate in an interview. The panel will consist of various health sector partners and patients, families, or caregivers.