

PHYSICIAN QUALITY IMPROVEMENT (QI) COACH JOB DESCRIPTION

Overview

The Provincial Physician Quality Improvement (QI) Coaching Program is a peer-to-peer coaching program designed to connect experts in QI methodology with physicians who are leading QI projects and/or initiatives within the Doctors of BC and Ministry of Health's Joint Collaborative Committees (JCCs). Physician QI Coaches are physicians trained in PQI Level 3 or equivalent. QI Coaches provide mentorship and support to the physician project lead ("coachee") through regular check-ins and meetings, ensuring that the project has a solid foundation of QI methodology, grounded in the Model for Improvement and aligned with the modified IHI Triple Aim. We are currently seeking multiple Physician QI Coaches from across BC.

Deliverables

The Physician QI Coach will work with the coachee to support the design and implementation of a QI project including, but not limited to, prioritizing problems and defining an aim statement, how to effectively building and engaging a QI team, analyzing problems to find root causes, developing a family of measures and measurement plans, understanding data, developing change ideas, testing and adapting changes, sustainability, spread, and publication/presentation. Key roles and responsibilities of the Physician QI Coach include:

- Understanding the intention of the project and the needs of the coachee
- Supporting the coachee in following a QI methodology, including the use of PDSA cycles, data collection, optimal use of QI tools and methods, and analysis over time
- Collaborate to meet coachee goals and overcome barriers

Key attributes of a QI coach

- **QUALITY IMPROVEMENT EXPERTISE:** has a deep understanding of QI methodology, tools, and their practical application.
- **RELATIONSHIP BUILDING:** expertise building rapport and trust with peers, non-judgmental interactions.
- **COMMUNICATION:** demonstrates active listening, asks clarifying questions, provides timely feedback, positive and constructive comments.
- **FACILITATION:** skilled at team development, designing productive meetings, decision making processes, and conflict resolution.

Eligibility

- Completion of PQI L3 Cohort training or equivalent is required
- One or more of the following are recommended:
 - experience leading QI projects and/or initiatives
 - QI coaching or teaching experience
 - peer coaching or mentoring experience

Time commitment

Coaching hours will vary depending on the needs of the coachee and the availability of both the Physician QI Coach and the coachee. The coach and coachee will have full autonomy and flexibility to jointly set parameters for the coaching relationship including meeting frequency, format (virtual, in person, or blended), duration, and

responsibility for initiating. A Physician QI Coach may work with one or multiple coachees up to a maximum of 10 hours total per month with no minimum requirement of hours.

Remuneration

Physician QI Coaches will be placed on a renewable 1-year service contract with the Specialist Service Committee (SSC) and will be compensated for their time at the JCC sessional rate. Partial hours shall be billed in 15-minute increments. Any expenses other than consulting fees must be pre-approved in writing by the Doctors of BC.

Issues Escalation

It is expected that the Physician QI Coach and coachee will work to resolve any issues related to the coaching relationship (e.g., roles and responsibilities, boundaries, communication expectations, meeting frequency, etc.) as per the Coaching Agreement. Any issues that cannot be resolved should be brought to the attention of the **Provincial Physician Lead, QI Coaching** and the **Liaison, Alums Networks**.