

# ROLES & RESPONSIBILITIES

## Engagement Partner

## Project Manager

EPs act in a neutral capacity to collaborate with health authorities, Ministry of Health, and physicians in both Medical Staff Associations (MSAs) and Divisions of Family Practice (DoFP) by exploring opportunities for stakeholders to work together on shared priorities that impact physicians and patient care. EPs support MSA and DoFP capacity building, knowledge sharing, acute and community care integration, and processes/structures for meaningful consultation and collaboration into local, regional and provincial matters.

Project Managers (PMs) support their relevant MSA or Physician Society's engagement work with a focus on improving collaboration and quality improvement with HAs, consistent with the goals of the FE Initiative and the MOU. It is the responsibility of the MSA/Physician Society to find the right level of project management support, proportionate to the size and activity of the site. Other support staff may be hired such as project coordinators or administrative assistants to assist with the work.

### OVERVIEW

- Engage and facilitate trusting partnerships on common issues between physicians and system partners
- Provide strategic and operational guidance to MSAs and DoFPs to build their capacity in leadership, governance, and health system influence
- Share best practices and common priorities and activities amongst MSAs and DoFPs through peer-to-peer connections and by utilizing provincial program data and learnings
- Identify emerging opportunities for MSAs and DoFPs to consult and collaborate with facility and community-based care delivery and design
- Enhance MSA, DoFP and other system partners' understanding of the Specialist Services Committee (SSC) and General Practice Services Committee (GPSC) policies, and assist in gathering MSA, DoFP and system partner input to inform SSC and GPSC decision-making.

- Coordinates and schedules meetings between the MSA/Physician Society (or its representatives) and the HA and provides secretarial services for these meetings
- Maintains records for financial reporting analysis and liaises with the MSA/Physician Society accountant/bookkeeper
- Tracks, approves claims, and provides trainings to site executives on FEMS
- Facilitates the administration of contracts and agreements with local structures and other vendors as required
- Coordinates other MSA/Physician Society staff
- Coordinates submitted projects/initiatives; analyzes data; performs research and advises on complex issues
- Communicates with and among the members, executives and others, as required to follow up on action items and develop strategies to address issues
- Provides direct support to the MSA/Physician Society in developing effective engagement processes and lines of communication among the MSA/Physician Society and HA
- Liaises with the regional EP and provincial FE team on matters related to the operations, projects and programs of the MSA/Physician Society, as appropriate
- Tracks and prepares quarterly reports on the major areas of activity and project progress relating to physician engagement, using SEAT and FEMS
- Prepares reports for the provincial FE Initiative evaluation as requested

### EXAMPLES

EPs do not function as representatives in the relationship between HAs and physicians, nor do they serve as physician advocates.

PMs are not voting members of the MSA/Physician Society, they cannot hold the role of an executive or director, they do not make financial decisions for the MSA/Physician Society and they are not responsible for the running of the MSA/Physician Society.

### OUT OF SCOPE

## INTERSECTION

- EPs and PMs support the development and implementation of structures, processes and programs that support the MSA/Physician Society to prepare to meet their funding criteria as per the MOU
- EPs and PMs support physicians in skill development, tool creation, and the creation of infrastructure that will allow physicians to lead in enhancing their relationships with HAs
- EPs and PMs assists with the preparation and implementation of governance, operational structures and processes in alignment with the FE Initiative, as appropriate
- EPs and PMs attend MSA/Physician Society meetings with HA Representatives, and MSA events