

## Change Agent Competency Model

A competency model is a framework for defining the skill and knowledge requirements of a job. It is a collection of competencies that jointly define successful job performance.<sup>1</sup> The Change Agent Competency Model has been created to define the knowledge, skills, and abilities for all Alberta Change Agents advancing the Patient's Medical Home and Health Neighbourhood.

The model is central to all of the Change Agent specific plans found in the *Blueprint*; most of the content and methods in the *Blueprint* are shaped around the defined competencies for each group.

The model is intended to be applied across groups of change agents to define the competencies required to advance the implementation of the Patient's Medical Home and Health Neighbourhood transformation in Alberta. It should be emphasized that the change agent competencies are not intended to replace the competencies needed to fulfill the hired role of the individual but rather as a supplement to the role.

The model is not new to the work of system transformation in Alberta. The original competencies for practice facilitators in the [AIM Alberta](#) program used a similar model, and was later adopted for practice facilitator competencies for the [Alberta Screening & Prevention](#) initiative. Tried and true with practice facilitators, it was tested with other groups of change agents. The model is simple and flexible allowing it to be applied across all change agents.

The Change Agent Competency Model is made up of four domains which overlap. The domains include:

### Patient's Medical Home and Integration with the Health Neighbourhood

This domain considers Knowledge, Skills, and Abilities (KSAs) related to the implementation elements for the Patient's Medical Home as well as those needed for system integration (i.e., Health Neighbourhood) activities.

### Quality Improvement

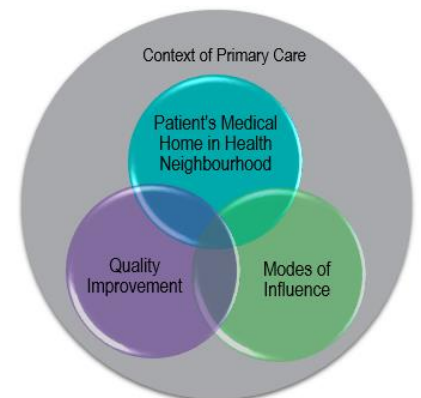
This domain includes KSAs related to quality improvement activities.

### Modes of Influence

This domain includes the interaction and transactional skills change require to be successful in effecting the behaviour of others.

### Context of Primary Care

All of the competencies and skills within the three other domains are approached through the lens of primary care practice and landscape.



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<sup>1</sup> <https://trainingindustry.com/wiki/professional-development/competency-model/#targetText=A%20competency%20model%20is%20a,both%20hard%20and%20soft%20skills.>