

# CHANGE AGENT COMPETENCY MODEL

The practice facilitator competencies found in this document uses the Change Agent Competency Model to support implementation of PMH in Alberta. The model includes four domains depicted as an overlapping Venn (see diagram). Competencies from only one or two domains will be insufficient for PMH implementation; a competent PF will seamlessly integrate the competencies within each domain.

The domains include:

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

This domain considers KSAs related to the implementation elements for the Patient's Medical Home as well as those needed for system integration activities.

## 2. Quality Improvement

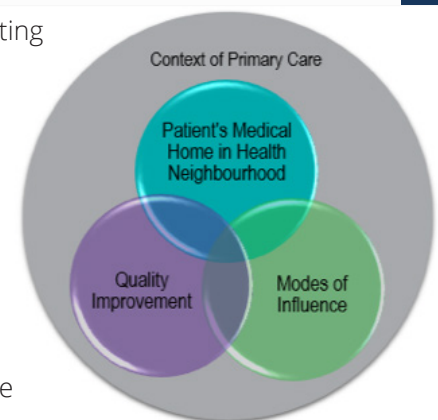
This domain includes quality improvement KSAs for application to supporting primary care practices with testing, implementing and spreading change.

## 3. Modes of Influence

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

## 4. 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.



# EVOLUTION OF THE PRACTICE FACILITATOR COMPETENCY MODEL

As the journey of primary care transformation continues in Alberta and across the world, it is anticipated that practice facilitator competencies will need to evolve along with new knowledge and approaches. This document is not intended to be static but will evolve more is understood about primary care in the health neighbourhood, and the practice facilitator role within it.