

A GP for Me

Invitation To Quote (ITQ): Knowledge Resource Coordinator 'A GP for Me' Implementation Support Topics

Contract Parameters

Invitation To Quote

Doctors of BC, on behalf of the provincial 'A GP for Me' initiative, is seeking to let contracts for a Knowledge Resource Coordinator to work in conjunction with the Learning and Knowledge Transfer Lead to coordinate the knowledge resource development process from 'idea' through to 'production'. The Knowledge Resource Coordinator would work with Learning Group facilitators, Physician Engagement Leads, Practice Support Program personnel, Division of Family Practice (DoFP) leaders, database administrators, and web developers to coordinate the creation and production of tools, templates, and articles that provide DoFPs with the knowledge they need to implement key initiatives and to coordinate their operations effectively. The work will build a foundation for broader knowledge resource development and sharing across the initiatives of the Joint Clinical Committees.

Background

Doctors of BC, in partnership with the Ministry of Health and through their joint committee, the General Practice Services Committee (GPSC), has developed 'A GP for Me', a program which strives to strengthen the relationship between patients and family physicians, provide better support for vulnerable patients, increase capacity of BC's health care system, and ensure that patients who want a family doctor can find one. In part, this initiative is supported through community-based projects delivered by independent non-profit Divisions of Family Practice in communities across the province.

The GPSC has committed to providing ongoing support to the Divisions of Family Practice for implementation of their 'A GP for Me' initiatives. Doctors of BC, on behalf of the GPSC, will engage a Knowledge Resource Coordinator to coordinate the development of knowledge resources required to support the Divisions of Family Practice to implement initiatives and coordinate their ongoing operations.

Overall Requirements

The Knowledge Resource Coordinator will work with the Learning and Knowledge Transfer Lead to coordinate the knowledge resources development process, beginning with requests for content, shared learning sessions, and/or other sources of content, and finishing with the production of the knowledge resource. S/he will assist with updating a searchable database of shared knowledge resources for Division of Family Practice audiences.

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A. Scope of Work

The Knowledge Resource Coordinator will:

1. Coordinate the development process of knowledge resources (print and online), beginning with requests for support, shared learning sessions, and/or other sources of content, and finishing with the production;
2. Add to the knowledge resources on an on-going basis by taking feedback filtered from facilitators and through online forums, sourcing out relevant content to meet request needs, gather resources, and coordinate appropriate content experts to vet and review resources prior to posting online
3. Assist the Learning and Knowledge Transfer Lead in updating a database of shared knowledge resources;
4. Explore content development options and assist with resourcing the required people;
5. Design a process for handling requests for content development and ensure that needs are filled and addressed in a timely manner;
6. Develop a vetting/review process for content expert to review resources prior to posting online
7. Package the knowledge resources in a user-friendly format;
8. Facilitate the gathering of resources for the Website Administrator to load content onto the website based on learning group feedbacks;
9. Give feedback and supply content to database administrators and web developers to keep the knowledge resource website current;
10. Work with Communications to maximize awareness of the knowledge resources available and to promote their use;
11. Continuously monitor knowledge resource usage, and work to maximize the value of the content available to the Divisions of Family Practice;

B. Specific Deliverables

The Knowledge Resource Coordinator will deliver the following:

1. Knowledge resources published to a website and/or database
2. Coordination of resource development from concept, to discovery, to production
3. Assessment of the value and effectiveness of the resources

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Qualifications for the Contract

The Knowledge Resource Coordinator will have the following education and background / skills:

- A degree in a discipline related to health, communications, or business and 2-4 years of experience in roles coordinating or managing a variety of projects/project tasks, or a combination of education and experience
- Familiarity with knowledge management and database systems and processes
- Ability to critically assess the quality of knowledge resources and follow up as necessary
- Strong organizational skills
- Excellent judgment in setting priorities, identifying issues and determining action required when working under pressure and deadlines
- Adept at balancing concurrent tasks with attention to detail and is pro-active and solution-oriented
- Excellent interpersonal, oral communication and relationship management skills, with a demonstrated ability to interact with highly trained professionals and senior managers
- Facilitation skills necessary to understand the different needs of various partners and assisting them in meeting their knowledge resource needs
- Strong ability to work independently as a key member of a team
- MS Office suite, Outlook, Excel, Word, and PowerPoint

Primary Contact

Project Coordinator: **Tanya Chu**
115 – 1665 W Broadway
Vancouver BC V6J 5A4
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Email: tchu@doctorsofbc.ca

Term

FROM: March 9, 2015

TO: December 31, 2015

Knowledge resources will be delivered when ready throughout the term of the contract. It is expected that the Knowledge Resource Coordinator would be required to work 37.5 hrs per week for the term of the contract.

Response Format

Please respond by email using the form provided in Schedule A.

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Schedule A – Quote Format

All services described in the attached document are to be performed by the contractor(s).

Please structure your quotation as follows:

Company Name:	
Name of individual(s) who will be working on this project:	
Relevant experience of individual(s) who will be working on this project Describe the individual contractor's relevant experience. Specifically, describe experience relating to: <ul style="list-style-type: none">• Knowledge resource development• Knowledge management systems• Project task coordination Also provide years of experience for the above in the following table.	
Availability of individual: <i>State the consultant's availability up to December 31, 2015.</i>	
Hourly rate: <i>Provide the hourly rates for the contract.</i>	

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Skill	Availability (Yes / No)	Skill Level: (Expert, Intermediary, Novice)	Experience (Years)	Supporting Comments
Knowledge resource development				
Knowledge management systems				
Project coordination				

Please respond by March 6, 2015 . Please respond by email to:

Jackson Yu

Project Coordinator
Practice Support and Quality
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