

Primary Health Care Competency Framework

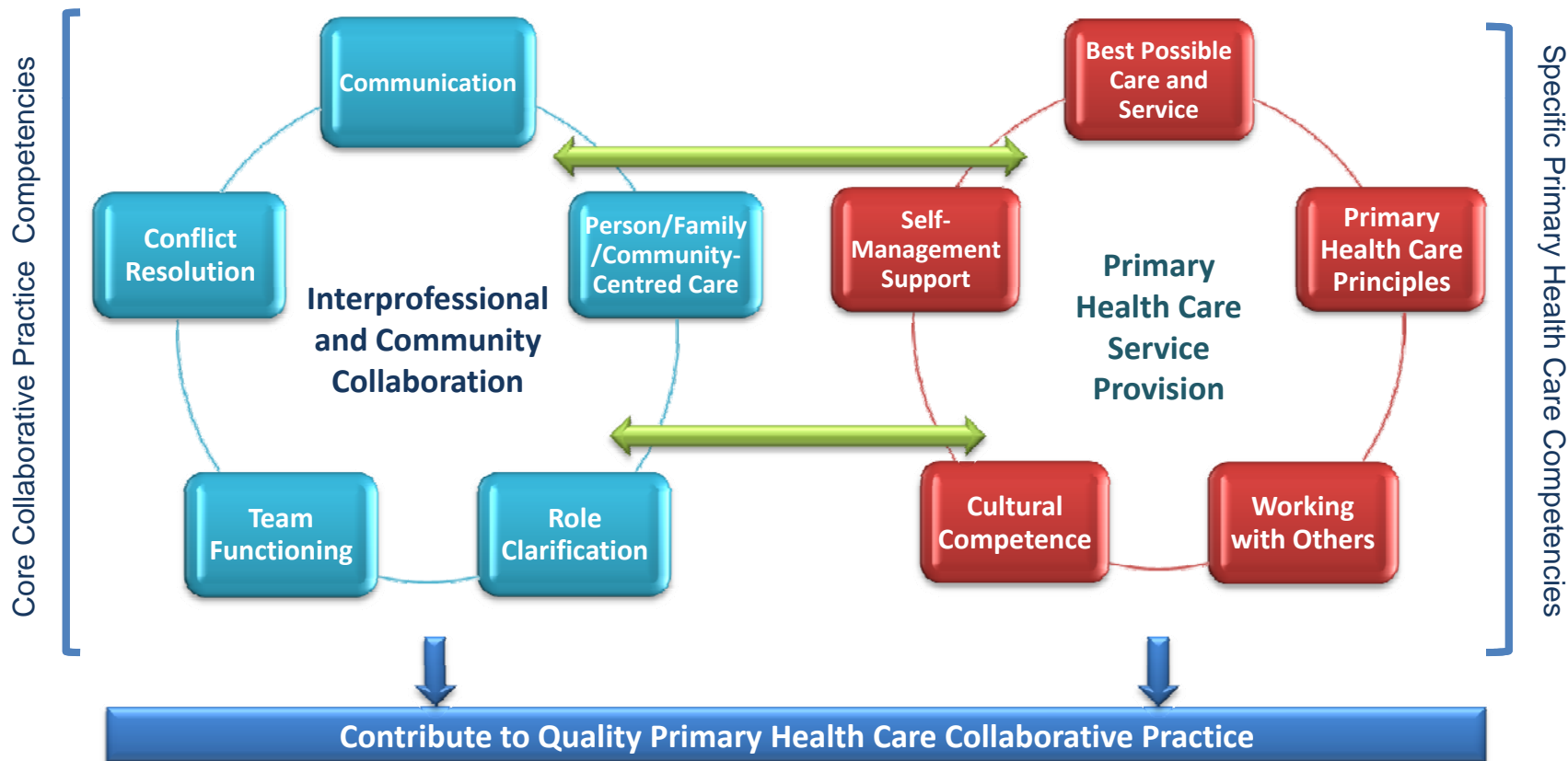


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Primary Health Care

Quick Reference Guide

A description of the competencies required for effective primary health care a) interprofessional and community collaboration, and b) service provision. Ten competency domains highlight the knowledge, skills, attitudes and values that shape the judgments of providers working in this area.

This quick reference guide depicts and describes the ten competency domains linked within and between two overarching goals:



Interprofessional and Community Collaboration



Primary Health Care Service Provision



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Communication

Primary health care providers consistently communicate in a responsive, responsible, and sensitive manner, demonstrating the interpersonal skills necessary for interprofessional and community collaboration, and the comprehensive provision of primary health care services.

Person/Family/Community-Centred Care

Primary health care providers seek out, integrate, and value, as a partner, the input and the engagement of the patient/citizen/family/community in planning, designing, implementing, and evaluating programs and services.

Role Clarification

Primary health care providers perform to full scope based on a clear understanding of their role and capabilities as well as the roles and capabilities of other team members, and use this knowledge appropriately to establish and achieve patient/citizen/family and community goals.

Team Functioning

Primary health care providers understand the principles of team dynamics and group/team processes to build strong working relationships and enable effective interprofessional and community collaboration.

Conflict Resolution

Primary health care providers actively engage self and others, including the patient/citizen/family/community, and positively and constructively address disagreements as they arise.

Best Possible Care and Service

Primary health care providers work as an interprofessional team to contribute to continuous improvement of the health care system as they support patients/citizens/families and their communities to start well, live well, and finish well.

Primary Health Care Principles

Primary health care providers apply the principles that underpin a comprehensive, population-based approach to the delivery of primary health care policies, programs, and services.

Working with Others

Primary health care providers create and nurture opportunities to work with others to improve the health and wellbeing of patients, families, citizens, and communities.

Cultural Competency

Primary health care providers embrace diversity and work as a team to plan and deliver culturally competent primary health care services and programs.

Self-Management Support

Primary health care providers support patients to self-manage their health through the lifespan from maintenance of wellness and prevention of illness and injury, early detection and risk factor modification, and self-management of chronic conditions.