Primary Health Care Competency Framework

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:

- **Core Collaborative Practice Competencies**
  - Communication
  - Conflict Resolution
  - Person/Family/Community-Centred Care
  - Team Functioning
  - Role Clarification

- **Specific Primary Health Care Competencies**
  - Best Possible Care and Service
  - Primary Health Care Principles
  - Primary Health Care Service Provision
  - Cultural Competence
  - Working with Others

Contribute to Quality Primary Health Care Collaborative Practice
Interprofessional and Community Collaboration

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.

Primary Health Care Service Provision

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.