

Practising Well Role Description: Peer Guide

The Ontario College of Family Physicians represents more than 15,000 family physicians across the province. We support our members by providing evidence-based education and professional development, promoting, and recognizing leadership excellence in family medicine, and advocating for the vital role family physicians play in delivering the highest quality care to patients and families across Ontario.

Practising Well Program Description

Family doctors want access to current information, knowledge, and respected experts to support them in providing the best care possible to patients with their mental health, substance use disorders and chronic pain. Practising Well is here to provide that support. It is an active and engaged virtual community that gives of family physicians that gives members access to a deep well of knowledge to make their practise easier today, and to improve it in the future.

At the core of Practising Well are three distinct, yet interrelated, parts:

- **Practising Well Community of Practice:** A Community of Practice by family physicians, for family physicians, to connect in real time with, and learn from, others who are working with patients to address their mental health, substance use disorders and chronic pain. Anchored by monthly live, interactive virtual sessions, the conversation continues through an online discussion board.
- **Practising Well Information Exchange:** An easy-to-navigate online repository of information on treating patients in the areas of mental health, substance use disorders and chronic pain, designed to help you quickly find what you're looking for.
- **Practising Well Peer to Peer Connect:** An opportunity to partner with a family physician in a one-to-one setting and share experiences and best practices in the treatment of mental health, substance use disorders and chronic pain.

Practising Well **Peer Guides** are a crucial component to the success of this program. In this rewarding role, we are looking for physicians who have experience and expertise in mental health, substance use disorders and/or chronic pain who are willing and able to share what they've learned with others.

If you love to collaborate and have the drive to support your colleagues and help them stay on track with their learning goals, we encourage you to explore this vibrant role.

It's a win-win proposition: You get to hone your leadership skills and expand your network, and the family doctors you work with learn from you how to identify barriers and develop strategies for caring for their patients' mental health conditions, substance use disorders and/or chronic pain. Together, you will be advancing integrated care and enhancing personal and professional resilience for a sustainable practice.

Position Summary

Driven by the program design as defined by the Scientific Planning Committee, Peer Guides receive operational direction from the Implementation Group.

As a respected clinician with knowledge of mentoring, coaching, practice facilitation and leading program development and implementation, the Peer Guide acts as an advisor, coach, role model, teacher, and motivator. Their expertise can be accessed free of charge by all family physicians in Ontario, from all practice models, and in all stages of their career or experience.

The Peer Guide provides family physicians with one-to-one connection, using a combination of structured, goal-driven coaching and longer-term mentoring to support clinical and practice-based topics. Peer Guides will also provide input and responses to questions in live, interactive Practising Well Community of Practice sessions and support family physicians with clinical and practical resource navigation questions posed through the Practising Well Information Exchange.

Accountabilities

- Each Peer Guide will confirm their contributions to the Practising Well Program and Mainpro+ certification requirements through a Services Agreement, including Conflict of Interest disclosure, with the OCFP renewable on April 1 of each year for the duration of program funding.
- Peer to Peer Guides will commit an average of 1-2 hours per month to contribute to all aspects of the Practising Well Program, including:
 - Direct one-on-one support to Learners, either through one-to-one support or groups.
 - Participation on the live, interactive Community of Practice sessions.
 - Responding to questions posted through the Information Exchange.
- Peer Guides will participate in orientation and development activities that have been designed for their professional development, as well as regular check ins with the Clinical Lead, Primary Care Integration and OCFP staff.

Key Responsibilities

Peer Guides share their experience and expertise with Learners to enhance their confidence, competence, and improve patient care. Responsibilities include:

- Acting as a role model and encouraging the Learner's professional development.
- Supporting family physicians to advance local or provincial priorities in mental health, substance use disorders or chronic pain, including those defined by Ontario Health Teams.
- Helping Learners focus on their strengths and providing constructive feedback about the Learner's professional development.
- Creating an ongoing relationship, based upon respect and confidence, and a comfortable and compassionate learning environment.
- Working with Learners to set realistic expectations and goals.
- Collaborating with the Clinical Lead, Primary Care Integration and OCFP Staff to problem-solve issues that impact program deliverables.
- Receiving feedback respectfully, particularly as it relates to their impact on Learner

goals, both in terms of content and process issues.

- Initiating and maintaining contact with individual Learners.
- Contributing to all aspects of the Practising Well Program.
- Supporting evaluation activities related to the Practising Well Program.
- Adhering to program accountabilities and Mainpro+ certification requirements, including submitting an annual Conflict of Interest Declaration and signing an annual Services Agreement.

Competencies

- Holds self and others accountable for the successful execution of activities to achieve the outcomes of the Practising Well Program.
- Communicates effectively to all members of the delivery team with full attention to detail and responds to individual concerns in a respectful manner.
- Promotes a positive and collaborative environment. Addresses conflict using a diplomatic approach to reach successful resolution.
- Demonstrates proven problem-solving and critical thinking skills, including ability to anticipate obstacles and develop an appropriate course of action.
- Demonstrates excellent interpersonal skills and ability to work with others, including provincial/regional stakeholders and the OCFP team with a commitment to collaboration and joint accountability.

Required Qualifications

- Must be a family physician in good standing with the College of Physicians and Surgeons of Ontario (CPSO) and a member of the College of Family Physicians of Canada (CFPC).
- Must have clinical expertise in at least one of the selected topic areas of mental health, substance use disorders and chronic pain.
- Must be currently practising medicine within the province of Ontario.
- Theoretical and practical knowledge of mentoring and coaching, with experience in practice facilitation and instructional design is valued.
- Must have flexibility to meet with Learners at a mutually convenient time.

Compensation

- Peer Guides are compensated for their time through a services agreement with the OCFP.
- A needs assessment will be used to support the development of a Mainpro+ certified professional development program designed for and delivered to Peer Guides.

Practising Well Program Certification

- The Practising Well Program is a 3-credit-per-hour Group Learning program that has been certified by the College of Family Physicians of Canada for up to 36 Mainpro+ credits.
- The Practising Well Community of Practice is a 1-credit-per-hour Group Learning program that has been certified by the College of Family Physicians of Canada and the

Ontario Chapter. The program is part of a series that has been certified for up to 12 Mainpro+ credits.

- **Please Note:** Peer Guides are considered by the OCFP to be faculty with the Practising Well program. In accordance with Mainpro+® requirements, faculty are not eligible to claim certified credits for a course or program they teach/facilitate. They are, however, permitted to claim non-certified credits for time spent teaching, developing curriculum or participating in the assessment of a learner. They may also earn certified credits by completing a Linking Learning exercise to reflect on the impact of the experience to their own practice.

Next Steps

Interested in being a Peer Guide with the Practising Well Program? Sign up for an information session on the [Practising Well website](#). For any questions, email us at practisingwell@ocfp.on.ca.