



Government of
Northwest Territories

IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Physician Services Officer	
Position Number(s)	Community	Division/Region(s)
17-5975	Yellowknife	Talent and Organizational Development/HQ

PURPOSE OF THE POSITION

The Physician Services Officer (Officer) is responsible for the administration and management of the Government of the Northwest Territories (GNWT's) Medical and Professional Staff Bylaws and associated Rules which includes, but is not limited to, privileging new and existing practitioner staff and maintenance of privileges for all existing practitioner staff.

The Officer is also responsible for shadow billing, Nunavut billing, fee for service and anesthesiologists' service billing for physician specialists to ensure that the patients, institutions, third parties and government are accurately invoiced for specialist services.

SCOPE

The Northwest Territories Health and Social Services Authority (NTHSSA) is the single provider of all health and social services in the Northwest Territories (NWT), with the exception of Hay River and Tłıchǫ regions, covering 1.2 million square kilometers and serving approximately 43,000 people, including First Nations, Inuit, Metis, and non-aboriginals. Health and social services includes the full range of primary, secondary and tertiary health services and social services including family services, protection services, care placements, mental health, addictions, and developmental activities, delivered by more than 1,400 health and social services staff.

While the Tłıchǫ Community Services Agency (TCSA) will operate under a separate board and Hay River Health and Social Services Agency (HRHSSA) will in the interim, the NTHSSA will set clinical standards, procedures, guidelines and monitoring for the entire Northwest Territories. Service Agreements will be established with these boards to identify performance

requirements and adherence to clinical standards, procedures, guidelines and policies as established by the NTHSSA.

Under the direction of the Minister of Health and Social Services, the NTHSSA is established to move toward one integrated delivery system as part of the government's transformation strategy.

The Physician Services Officer, located in Yellowknife, reports directly to the Manager, Practitioner Affairs, Talent and Organizational Development division within the Northwest Territories Health and Social Services Authority (NTHSSA).

As part of the Bill 44 mandate, the Northwest Territories Health and Social Services Authority (NTHSSA) has established one comprehensive set of Medical and Practitioner Staff Bylaws and associated Rules that is applicable across the NTHSSA's facilities and includes four (4) types of health care practitioners (physicians, dentist, nurse practitioners, and midwives).

The Physician Services Officer is responsible for the administration, management and maintenance of the Medical and Professional Staff Bylaws (the Bylaws) and the associated Rules. This includes, but is not limited to, privileging and appointing all new and existing practitioner staff, maintaining of the privileges, and periodic reviews for all practitioner staff in the NTHSSA. The Officer is also responsible for the implementation of any updates and or changes as part of the Bylaws revisions (every 2-3 years) and provides administrative support to the various committees and sub-committees established under the Bylaws.

The Officer also processes shadow billing, Nunavut billing, fee for service billing and anesthesiologists' service billing for specialist physician services and works to resolve any issues arising from these billings to ensure that all revenue associated with the physician specialist program is collected. The revenue collected is approximately \$1.5M per year.

The Officer supports physician workforce planning by providing up to date data on the delivery and utilization of services provided by permanent specialists and visiting specialists.

This position works closely with the Area Medical Directors, Territorial Clinical Leads, Territorial Medical Director, a variety of regional and NTHSSA staff, the Department of Health and Social Services staff, Tłıch'ı Community Services Agency (TCSA), Hay River Health and Social Services Agency (HRHSSA), the Department of Finance staff and other external agencies. The Physician Services Officer must possess a sound knowledge of Medical and Professional Staff Bylaws and associated Rules, physician contract, current and evolving HR and GNWT policies, programs, issues and developments.

RESPONSIBILITIES

1. Administration, management and maintenance of Medical and Professional Bylaws and associated Rules.

- Works as the primary contact for information on appointments, privileges and maintenance of privileges for all practitioner staff in the NWT.

- Prepares new application packages for review by the Territorial Application Review Committee (TARC).
- Liaises between the Area Medical Director, Territorial Clinical Leads, and Territorial Medical Director for recommendations and approvals of new appointment applications and privileging lists.
- Ensures all practitioner staffs are privileged in a timely manner and in accordance to the Medical and Professional Staff Bylaws.
- Coordinates with Registrar's Office and Registered Nurses Association of NWT and NU (RNANT/NU) for most up to date NWT licenses for practitioner staff.
- Updates and maintains the Information Verification and Attestation (IVA) process for all practitioner staff to ensure appropriate professional practice insurance, professional licensing, and Periodic reviews and Colleague Assessments are processed and up – to – date in accordance to the Bylaws.
- Works closely with the Area Medical Directors to ensure all periodic reviews and colleague assessments for medical staff are complete, up-to-date and maintained for regular reviews.
- Supports potential disciplinary proceedings, malpractice investigations and physician related liability issues.
- Maintains highly confidential and sensitive information, records and files such as medical staff related issues, grievances, lawsuits and customer complaints in association with the Bylaws.
- Provides administrative support to all committees and sub-committees established under the Bylaws.
- Implements and updates recommended changes to the Bylaws and or Rule as directed by the Manager.

2. Administers, tracks and maintain the physician shadow billing, Nunavut billing, fee for service billing and anesthesiologists' service billing to ensure it is processed accurately, on time and in accordance with policies, guidelines and defined practices.

- Codes physician day sheets ensuring they are complete and accurate, using International Classification of Disease (ICD-9) codes.
- Processes and submits all claims for billing using the appropriate fee codes in accordance with the GNWT Insured Services Tariff regulations and procedures; provincial and other government regulations and procedures; Worker's Safety and Compensation Commission (WSCC); insurance plan requirements and any other third party billing protocols and procedures.
- Monitors and reconciles the weekly pay runs, identifies further actions and follows up on rejected claims.
- Processes data for shadow billing, Nunavut billing, fee for service and anesthesiologists services billing.
- Works closely with the Finance Department to ensure all related revenue is collected.
- Ensures that ICORE software is updated with new physician information to ensure accuracy for billings.

- Educates staff in billing requirements and acts as ICORE trainer for the NWT Health and Social Services Authorities.

3. Analyses, evaluates, monitors and reports on physician and patient activity for the purposes of Workforce Planning:

- Establishes, compiles, maintains and analyses information for physician specialists and visiting specialists activity related to clinic consults, procedures, surgeries, in-patient consults, no shows and other workload statistics.
- Establishes, compiles and maintains data on NWT and Nunavut residents accessing physician specialist travel clinics.
- Compiles and distributes monthly statistics of all physician, and third party billings.
- Analyses statistical data gathered to identify trends and prepare reports as required by management.

WORKING CONDITIONS

Physical Demands

As typically associated with an office position. Normal intensity, frequency and duration.

Environmental Conditions

As typically associated with an office position. Normal intensity, frequency and duration.

Sensory Demands

As typically associated with an office position. Normal intensity, frequency and duration.

Mental Demands

As typically associated with an office position. Normal intensity, frequency and duration.

KNOWLEDGE, SKILLS AND ABILITIES

- Strong knowledge of GNWT Medical and Professional Staff Bylaws, associated Rules, Standard Physician Contracts/ Locum Tenen Contracts, GNWT policies, guidelines and programs
- Sound knowledge of International Classification of Disease (ICD-9) codes and the NWT Insured Services Tariff Schedule.
- Knowledge of Clinical Modification and the Schedule of Medical Benefits to accurately determine fees, as well as proficiency with medical software tools - ICORE, Medi-Patient and EMR.
- Excellent analytical skills and proficiency with database, spreadsheet and word-processing software.
- Organized and able to work under pressure to meet deadlines.
- Ability to communicate effectively, both verbal and written.
- Excellent inter-personal skills.

- Effective organization skills, time management skills and prioritizing skills.
- Knowledge of accounting procedures, including invoicing, monitoring, reconciliation and collection practices.

Typically, the above qualifications would be attained by:

A two year diploma program in Business Administration or Accounting or Health information, with one year of relevant experience. Certificate in Medical Terminology is an asset.

ADDITIONAL REQUIREMENTS

Position Security (check one)

- ☐ No criminal records check required
- ☒ Position of Trust – criminal records check required
- ☐ Highly sensitive position – requires verification of identity and a criminal records check

French language (check one if applicable)

- ☐ French required (must identify required level below)
 - Level required for this Designated Position is:
 - ORAL EXPRESSION AND COMPREHENSION
 - Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐
 - READING COMPREHENSION:
 - Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐
 - WRITING SKILLS:
 - Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐
- ☐ French preferred

Aboriginal language: To choose a language, click here.

- ☐ Required
- ☐ Preferred