



## IDENTIFICATION

Department	Position Title	
Tł'chö Community Services Agency	Quality Risk Manager	
Position Number	Community	Division/Region
27-17570	Behchokö	Health and Social Program/Tł'chö

## PURPOSE OF THE POSITION

The Quality Risk Manager is responsible for working collaboratively with stakeholders to manage the quality, risk and leading practices programs and services in the Tł'chö Community Services Agency (TCSA). Tł'chö Community Services Agency (TCSA). This includes providing support and advice on all aspects of healthcare quality management and incident investigations.

## SCOPE

The scope of the Tł'chö Community Services Agency (TCSA) is to manage the delivery of a range of integrated public Government of the Northwest Territories (GNWT) and First Nations health, wellness and education programs and services for the Tł'chö communities of Behchokö, Gameti, Wekweètì and Whatì. Established in 2005 as part of the Tł'chö Agreement, the Agency is designed to be an interim GNWT organization through which the Tł'chö Government will eventually exercise their treaty rights for self-government. The Agency serves approximately 3,000 people. Programs and services include K-12 education, health and wellness, child and family services, mental health and addictions, an 18-bed Long Term Care Facility, continuing care, and independent living.

The Tł'chö Community Services Agency vision "Strong Like Two People" is a metaphor for the desire by community leadership to build an organization, and create program and services, which recognize the strength and importance of two cultures.

Local Tł'chö and non-Tł'chö knowledge have complementary strengths, which together can achieve solutions to contemporary problems which neither could alone.



Located in Behchokö and reporting to the Manager, Quality Assurance & Risk Management, the Quality Risk Manager (QRM) is responsible for overseeing the planning, development, implementation, maintenance, and evaluation of the TCSA quality and safety

programs, maintaining future-focused perspective to recommend and develop proactive safety and quality programs, and conducting in-depth investigations into all client safety incidents, critical incidents and unusual occurrences in the Tł'chö Region and supporting investigations in the Hay River Health and Social Services Authority (HRHSSA), and Northwest Territories Health and Social Services Authority (NTHSSA).

The QRM plays a key role in advancing the TCSA Strategic Plan and implementing and monitoring the TCSA Quality and Patient Safety Framework. The incumbent ensures that regional quality and patient safety policies and practices are aligned with Accreditation Standards and GNWT legislation and policies. This role fosters respectful, compassionate, culturally appropriate care that is responsive to the needs, values, beliefs and preferences of the clients and their family, supporting mutually beneficial partnerships between clients, families and health care providers.

The scope of health and social services includes but is not limited to community health, public health, emergency services, home and community care, long term care, community-based mental health services, and child and family services. The QRM provides guidance to all areas in the management of quality and the mitigation of risk, to ensure fully coordinated health program and services across the Tł'chö region.

The QRM works within a legislative and policy framework that includes the *Hospital Insurance and Health and Social Services Administration Act*, *Medical Profession Act*, *Nursing Profession Act*, *Guardianship Act*, *Public Health Act*, Communicable Diseases Standards and Guidelines, *Coroners Act*, *Access to Information and Protection of Privacy Act (ATIPP)*, *Health Information Act (HIA)*, College and Association of Nurses of the Northwest Territories and Nunavut (CANN) Bylaws, *Mental Health Act*, *Child and Family Services Act*, *Education Act and Regulations*, as well as GNWT, DHSS and TCSA policies and procedures.

The Quality Assurance & Risk Management Division promotes and supports safe, quality patient and client-centered care and services through leading in-depth investigations into all patient safety incidents, critical incidents and unusual occurrences while providing subject matter expertise and education, minimizing risk, and facilitating the implementation of leading practices and system knowledge.

There is a significant shift to approaching quality and risk management with a proactive lens. This requires the QRM to not only consider current policy, procedure, and system impacts, but ensure a forward look for future opportunities for quality care improvements across the Tł'chö region. A commonly accepted definition of "quality" in Health Care identifies six



dimensions, including being effective, efficient, accessible, patient centered, equitable, and safe. The QRM promotes and supports safe, quality patient/client centered care and services through participating in-depth investigations into all patient safety incidents, critical incidents and unusual occurrences while providing subject matter expertise and education, minimizing risk, and facilitating the implementation of leading practices and system knowledge. The incumbent is responsible for monitoring and analyzing all incidents, providing advice, recommendations and/or improvements in the quality of client care clients and patients receive in the Tł'chö region to ensure the standards for care outlined by Accreditation Canada are met.

The QRM works closely with the Manager, Quality Assurance & Risk Management, Regional Managers and supervisors. The QRM will be called upon daily by the Management Team to provide assistance, advice, support and recommendations on patient safety incidents, unusual occurrences, and various quality issues, concerns, and situations that often rise unexpectantly.

The QRM actively leads, plans, implements and evaluate in-depth investigation into all patient safety incidents, critical incidents and unusual occurrences. Additionally, the incumbent will also lead complaint investigations and high-risk incidents and potential litigation, which can require immediate and accurate attention. Many of the issues that arise from these investigations are unique, complex, very personal and of a highly confidential nature, and generally relate to patients/clients, staff, physicians, and/or the business operations of the organization. Consequently, the nature of these investigations will require the incumbent to develop therapeutic, client centered relationships with individuals who have experience traumatic events or the death of a loved one as a result of system errors. Given the nature of these investigations, some patients, clients and/or staff may become abusive.

The QRM has a significant amount of latitude provided that the policies, guidelines and interests of the GNWT are complied with in full. This latitude is tempered by the knowledge that incorrect decision-making is likely to result in harm to the reputation of the TCSA, diminish public confidence in the health and social service and education system. A variety of duties are assigned to the QRM, and the incumbent must effectively assess and prioritize incident investigation and other projects in order to achieve a successful outcome.

## **RESPONSIBILITIES**

- 1. Provides subject matter expertise throughout the TCSA on incident management, quality improvement, quality assurance, Accreditation, and patient safety:**
  - Provides advice and subject matter expertise on patient safety incidents, critical incidents, and unusual occurrences, as well as on the interpretation of legislation and regulations, the development of policies and procedures and the implementation of



leading practices in the areas of quality improvement, quality assurance, incident management, Accreditation, and patient safety across the TCSA.

- Actively leads and participates in a variety of planning and decision-making meetings and activities throughout the TCSA, ensuring that all processes, procedures, and decisions are based on the principles of continuous quality improvement and align with the Accreditation Canada standards.
- Leads the tracking and evaluation of quality data based on leading practice guidelines, standards process reviews, and policy changes to analyze and identify regional trends.
- Utilizes subject matter expertise to lead the development of regional program and services area quality indicators, identifying trends, participating in the development of initiatives to address the trends and further reporting to identify areas of opportunity or risk.

**2. With direction from the Manager, Quality Assurance & Risk Management, leads, investigates, coordinates, and evaluates all patient safety incidents, critical incidents, unusual occurrences, complaints, and incident management throughout the Tł'chö Region, in collaboration with the Quality Assurance & Risk Manager:**

- Proactively leads the intake and investigation of all patient safety incidents, critical incidents, unusual occurrences, and complaints in the region. While supporting the program managers, the Manager will lead many of the initial discussions and disclosures of the incident to the patient, client, or family. The incumbent may be the first point of contact for patients experiencing grief, trauma, or loss as a result of system errors and offers the initial apology, under the *Apology Act*, to the patient, client or family.
- Throughout these investigations, the QRM is required to maintain a therapeutic relationship with the patient, client or family and provide them with frequent updates, referrals, advice and be their advocate throughout the process.
- The QRM is responsible to ensure that a thorough analysis of all details surrounding all patient safety incidents, critical incidents, unusual occurrences, and complaints are completed including conducting interviews with staff, practitioners, patients, clients, and families, as well as other stakeholders as deemed necessary to ensure due diligence (RCMP, DHSS, Legal Advisors, GNWT Risk Management, etc.).
- Ensures the chain of evidence and continuity of incident investigations are maintained.
- The QRM is responsible for ensuring that a qualitative report is completed for all patient safety incidents, critical incidents, unusual occurrences, and complaints and that the results are professionally and sensitively provided to the patient, client, or family and that all recommendations are acted upon and submitted to the Manager, Quality Assurance & Risk Management.



- Facilitates and supports system review processes and investigations in response to critical incidents, adverse events, and complaints, including the development of reports and recommendations on necessary quality improvements.
- Assists in the preparation and submission of all potential lawsuits and insurance claims for the Insurer and Legal Counsel, in a proactive, timely and concise fashion.
- Establishes, maintains and evaluates tracking, trending and organization of all quality reviews, incident investigations, unusual occurrences, and complaints.
- Tracks and trends Quality Reviews, incident investigations and unusual occurrences and related recommendations to ensure timely implementation and follow-up is completed in the Tł'chö Region.

**3. Supports planning, developing, implementing, maintaining, and continuously evaluating the TCSA's incident management, patient safety, quality improvement, quality assurance, Accreditation, client experience, clinical education, and risk management programs:**

- Manages the Region's effective utilization of the Tł'chö-wide incident reporting system (RL6) to enhance patient safety and ensure accurate reporting and follow-up on client and patient safety concerns.
- Continuously leads the collection of feedback from clients, patients and families through the intake of all patient complaints and concerns and investigations into all patient safety incidents, critical incidents and unusual occurrences. The incumbent leads the analysis of this data and the use of the data to inform quality improvement strategies and ensure client and family involvement in planning and service design, quality improvement initiatives and client safety activities in the Tł'chö Region.
- Leads the development, implementation, and evaluation of regional quality improvement plans to ensure compliance with the standards of care outlined by Accreditation Canada.
- Supports the development, review, and integration in the Region, of the TCSA's quality management initiatives, client and staff satisfaction surveys and the development of valid, reliable quality indicators. Reporting on all aspects of the TCSA's quality management outcome for the Region (i.e.: utilization management, continuous quality improvement initiatives, accreditation status and follow-up, client advocacy activities).
- Leads, coordinates, implements, and evaluates the Tł'chö Region Accreditation program and provides support to the region throughout the Accreditation process.
- Prepares briefing materials, plans and evaluates quality enhancements and ensures improvements meet the operational needs of the organization.
- Supports the proactive development and implementation of programs and policies to mitigate risk and improve health privacy from the quality and safety perspective.



**4. Leads and facilitates Continuous Quality Improvement (CQI) initiatives throughout the TCSA and offers support in the development of programs for prevention and mitigation of quality or safety issues:**

- Champions the use of TCSA CQI toolkit in the Tł'chö Region to identify quality improvement opportunities and support the continuous development and maintenance of new or improved programs, policies, and practices.
- Provides support and advice to the Manager, Quality Assurance & Risk Management on matters of non-compliance, all investigations into patient safety incidents, critical incidents, unusual occurrences and potential risks or losses to the organization. This includes planning, implementing, and evaluating incidents and investigations, as well as coordinating stakeholders and clients for consultation and input into the investigations.
- Identifies regional quality improvement issues, and provides oversight and recommendations on developing, implementing and evaluating corrective action.
- Prepares Regional Safety Reports for review by the Manager, Quality Assurance and Risk Management and assists in the completion of the annual patient safety and Quality Improvement Plan for the TCSA.
- Provides advice on significant developments in the TCSA that could have implications for operations; develops and recommends corrective actions based on leading practice standards to ensure continuity of coverage, services, and programs.

**5. Supports the regional planning, implementing, and evaluating of risk management activities.**

- Assists with the regional risk assessment and development of the regional risk registry.
- Intakes, investigates and proposes recommendations on all privacy and confidentiality breaches in collaboration with the Manager, Quality Assurance & Risk Management.
- The QRM is responsible for the initial disclosure to patients, clients and families of all privacy breaches, conducting a thorough investigation in collaboration with the Manager, Quality Assurance & Risk Management, and the development of a qualitative report of the investigation.
- The QRM is responsible for the first disclosure to the patient, client, and family of the breach ensuring that the communication at the disclosure meeting is professional, respectful and that the family is provided with the support, resources, and referrals as necessary.
- Champions and supports regional staff on the implementation of utilization of the TCSA Policy Framework.
- Assists in the completion of required insurance documents for all complex unusual occurrences that happen in the Region.



- Advises and supports Regional staff on Request for Information in collaboration with the Manager, Quality Assurance & Risk Management.

**6. Supports the Accreditation process to ensure quality is a proactive mindset and staff is provided with the necessary resources to provide quality service and programs.**

- Leads the Tł'chö Accreditation Team and provides support to TCSA staff regarding accreditation standards and the self-assessment process.
- Participates on the Territorial Accreditation Leadership Forum.
- Provides input to self-assessment findings, survey findings and the development of action plans to address any deficiencies.
- Plans, implements, and facilitates education to regional staff on the Accreditation process and standards.
- Leads and participates in mock tracer exercises.

**7. Sits as a representative on the TCSA Joint Occupational Health & Safety Committee Head Quarters (JOHSC HQ)**

- Maintains a staff occurrence database to ensure incidents are investigated by JOHSC members.
- Provides staff occurrence reports to the JOHSC HQ for analysis in order to make health and safety recommendations to the committee and identify educational and training needs.
- Works with JOHSC HQ, staff and management to ensure the organization's health and safety-first programs and policies protect employees and the organization against harm.
- Coordinates and promotes JOHS training for all TCSA staff on promotion
- Participates as a full member of the JOHSC HQ.

**8. Supports the development or amendment of TCSA policies and procedures.**

- Maintains and evaluates the process identifying the need for new, updated or amended policy in collaboration with staff. This process includes communication and distribution.
- Promotes ongoing education and orientation throughout the TCSA of new, updated, or amended quality and patient safety policies, procedures, protocols, guidelines, legislation and professional practice issues (e.g.: liability issues) in collaboration with others.
- Ensures that TCSA policies are current and are meeting the three-year review timeframe.



## **WORKING CONDITIONS**

### **Physical Demands**

No unusual demands

### **Environmental Conditions**

Incumbent will be in contact with patients, families and clients and conducting investigations on nursing units weekly within the health care environment posing significant risk for exposure to infectious diseases.

As a result of living in an isolated, northern community, the incumbent may be required to travel on small planes and on ice or winter roads when traveling to or from the communities.

### **Sensory Demands**

Daily the incumbent is required to develop therapeutic client centered relationships with impacted and traumatized individuals, while actively listening, communicating with, and observing patients, clients, and families for cues to determine their mental and emotional status and intervene, as necessary.

### **Mental Demands**

On a daily basis, the incumbent will be exposed to emotionally upsetting experiences while conducting investigations and providing advocacy, support, and resources to patients, clients, families, staff, lawyers and other stakeholders. Daily the incumbent will be faced with potentially traumatic information as a result of the details revealed through the incident investigation process. The therapeutic relationship is initiated when incumbent discloses to the patient, client, or family that trauma has occurred and offers an apology on behalf of the system. This relationship is then fostered by the incumbent throughout the investigation, which can take many months to complete. Given the nature of the loss or trauma being revealed to the patient, client or family, some patients/clients may become abusive.

On a weekly basis, the incumbent will be faced with numerous ethical dilemmas that will challenge their morals while investigating incidents.

Daily, the incumbent will be exposed to numerous interruptions, unknown factors, uncontrolled workflow and competing demands as a result of an incident occurrence. Weekly the incumbent may be required to adjust their work hours to complete incident investigations.

## **KNOWLEDGE, SKILLS, AND ABILITIES**

- Knowledge of how to design and facilitate a change process. The ability to build and work with groups and teams, planning and implementing change; skilled in group dynamics and conflict resolution.



- Knowledge of Quality Management, methodologies, and legislation including problem solving tools, quality improvement tools, evaluation measures and outcome indicators.
- Knowledge of investigative processes and report writing.
- Knowledge and ability to use a variety of intervention and prevention methods, and determine which method is most appropriate at any given time.
- Knowledge of legislation that affects the delivery of health and social services and education in the NWT.
- Knowledge of all aspects of risk identification, loss prevention, loss reduction in health and social service, and education program areas.
- The QRM works within a legislative and policy framework that includes the *Hospital Insurance and Health and Social Services Administration Act*, *Medical Profession Act*, *Nursing Profession Act*, *Guardianship Act*, *Public Health Act*, Communicable Diseases Standards and Guidelines, *Coroners Act*, *Access to Information and Protection of Privacy Act (ATIPP)*, *Health Information Act (HIA)*, College and Association of Nurses of the Northwest Territories and Nunavut (CANN) Bylaws, *Mental Health Act*, *Child and Family Services Act*, *Education Act and Regulations*, as well as GNWT, DHSS and TCSA policies and procedures.
- Knowledge of legal aspects of health and social services and education programs including release of information, rules of confidentiality, legalities in medical chart documentation, consent law and other medico-legal health care areas.
- Inter-group skills to effectively lead and facilitate internal, external, individual or multidisciplinary division team or group.
- Organization, time management, analytical, facilitation, and presentation skills to manage multi-disciplinary responsibilities in a timely and effective manner.
- Communication skills, both written and verbal to develop and maintain internal and external networks to achieve work objectives, with the ability to prioritize work in a team-based setting.
- Analytical and problem-solving skills to investigate and initiate corrective action to problems/issues encountered during the planning, development and delivery of operation initiatives, programs and services.
- Ability to apply high level of sensitivity in responding to and handling client concerns.
- Ability to understand geographical and cultural needs of the people and to apply sensitivity to how community and culture impact the delivery of health care.
- Ability to apply and develop creative and innovative approaches to project planning, implementation, and evaluation within complex health and education systems.
- Ability to develop and maintain positive working relationships with individuals, agencies, elected community leaders, and employees in order to communicate program information, including the ability to obtain and respond to feedback from these individuals.
- Ability to build solid partnerships and strategic alliances based on trust and to work with a variety of people from different backgrounds and personalities.



- Ability to commit to actively upholding and consistently practicing personal diversity, inclusion and cultural awareness, as well as safety and sensitivity approaches in the workplace.

**Typically, the above qualifications would be attained by:**

Completion of a Bachelor's Degree in Nursing or allied health discipline with 5 years of work-related experience in a health or social services discipline is required, including 2 years of experience leading a team.

Equivalent combinations of education and experience will be considered.

**ADDITIONAL REQUIREMENTS**

Candidate with a Bachelor's Degree of Nursing must be in good standing with the College and Association of Nurses of the Northwest Territories and Nunavut.

Allied health professionals must have provisional professional licensure in any Canadian province and full licensure within six months of hire. In most cases, this will include graduating from a Canadian or other recognized allied health program and successful completion of the certificate/competency exam within a reasonable timeframe.

Proof of immunizations in keeping with the current public health practices is required.

**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

**Indigenous language: Tlicho**

- Required
- Preferred