



IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority (NTHSSA)	Director, Quality, Risk, and Client Experience	
Position Number	Community	Division/Region
48-13106	Fort Smith	Quality, Risk and Client Experience/Corporate Support Services

PURPOSE OF THE POSITION

The Director, Quality, Risk and Client Experience (DQRCE) is accountable for setting the strategic direction of the Quality, Risk, and Client Experience programs across the entire Northwest Territories Health and Social Services Authority (NTHSSA) delivery system. This encompasses the business areas of Quality, Patient Safety, Risk Management, Client Experience, and Infection Prevention and Control.

The DQRCE is ultimately responsible for the establishment, implementation and sustainability of territory-wide programs and services, including; setting program standards, policies and procedures, establishing reporting requirements, and related staff training, for all of these business units in accordance with the policy direction and legislative requirements established by the Department of Health and Social Services (DHSS).

In addition to functional leadership, this role provides expert advice and guidance to the EDCSS and Senior Leadership in the provision of effective quality, risk and client experience initiatives and programs.

SCOPE

Located in Fort Smith, the DQRCE reports to the Executive Director, Corporate and Support Services (ED, CSS). The Director provides expert advice and guidance to the ED, CSS and the Senior Leadership Team to facilitate the provision of effective health services across the NWT.

The Director leads a collaborative process to establish common and consistent practices for Health and Social Services that will ensure a common standard of quality care for patients and clients across the NWT. The Director is responsible for providing territorial functional leadership, subject matter expertise, and procedural/policy guidance for Health Services to all NTHSSA Regions, and for



liaising with the Tłıchǫ Community Services Agency and the Hay River Health and Social Services Authority, in the delivery and review of health programs.

The NTHSSA is the single provider of all health and social services in the NWT, with the exception of the 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 are defined as the full range of primary, secondary and tertiary health services and social services including child and family services, protection services, care placements, mental health, addictions, and developmental activities, delivered by more than 1,400 health and social services staff.

Under the direction of the DHSS, the NTHSSA was established to move toward one integrated delivery system as part of the government's transformation strategy. As a key member of the Leadership Team, the DQRCE will lead the integration of quality improvement, patient safety, quality assurance, proactive risk management, incident reporting and infection prevention and control services across six health & social services regions and ensure efficient and effective service delivery. The DQRCE will also establish a close working relationship with the Tłıchǫ Community Services Agency (TCSA), and the Hay River Health and Social Services Authority (HRHSSA), to facilitate standardized program and service delivery across the NWT. The DQRCE is accountable for working collaboratively with leaders in the other authorities to enable effective operational planning and service delivery for health services across the NWT.

The DQRCE will work collaboratively with the NTHSSA EDs, COOs, CEOs, appropriate groups of professional and non-professional staff within each region in the NWT and DHSS counterparts to ensure that territorial policies, standards, and quality expectations are met at both the regional and territorial levels. The DQRCE will ensure their staff are trained and adhere to patient privacy and information sharing regulations as defined in the GNWT Health Information Act.

The DQRCE will collaborate with the Director, Informatic and Health Technology to ensure coordinated planning of technology and information needs for the delivery of health services, and with the Director, Talent and Organizational Development to identify any human resources planning and development needs. Further, the DQRCE will ensure their staff use currently available communication technologies in the provision of services and will have a role as a positive change champion of eHealth initiatives.

The DQRCE works collaboratively with the Chief Operating Officers (COOs) and appropriate groups of professional and non-professional staff within the NWT to ensure that Territorial policies, standards, and programs concerning quality, risk, patient safety and client experience are effectively established.

The DQRCE also works collaboratively with the Director Informatics and Health Technology to ensure there is Territorial wide coordination on the implementation of information technology in the areas of quality improvement, risk management, patient safety and client experience requirements.



The DQRCE is the change champion of Quality Improvement, Risk, and Client Experience initiatives for the NTHSSA and advises the Senior Leadership team on appropriate change management strategies.

The DQRCE also works collaboratively with the Directors of Client, Family, and Community Wellness, Health Services and Public Health Services to ensure that an integrated approach to service planning occurs throughout the territory.

The DQRCEC will work collaboratively with the DHSS to ensure that programs and services provided by the NTHSSA are consistent with Departmental directions, priorities, policies, standards, regulations, and legislative requirements. Areas that require closest collaboration will include:

- DHSS Policy and Legislation, accountable for establishing legislation, regulations, and policies that define the scope of services, as well as service delivery, privacy and official language requirements for funded health programs and services.
- DHSS System Strategy, Performance and Accountability, accountable for requirements relating to evaluation, reporting, and monitoring of outcomes achieved by health programs and services.
- DHSS Chief Public Health Officer of the NWT, accountable for public health, including surveillance, disease prevention and control, and public health emergencies, as it pertains to health services.

This position carries out its responsibilities in accordance with GNWT acts, regulation, policies, and departmental procedures that include the Health Information Act, the Public Service Act, and Public Service Regulations, Human Resource Manual, Staffing Appeals Regulations and various other government policies. Also, the incumbent must work within the terms of any agreements reached with unions. This position carries out its responsibilities in accordance with the Public Service Citizen-Centered Approach to provision of services, including using Citizen-centered Service Improvement Tools and Techniques to continuously enhance service delivery.

The legacies of colonization and residential schools have impacted Indigenous health outcomes and the way health and social services are delivered and accessed. The DQRCE is required to always honour and promote a culturally safe environment. Practicing from a trauma-informed care perspective is expected and the position requires that interaction with clients and families is tactful, respectful and humble. This position requires the ability to handle several complex issues concurrently while maintaining attention to detail. The incumbent is expected to remain calm, controlled and professional, regardless of the situation, and demonstrate compassionate care that is free of racism and discrimination, to clients, families, community members and other members of the health care team.



DIMENSIONS

Reporting Positions (direct or indirect/functional relationship)

- Eleven (11) direct reports. This includes the OCE Team, a Project Manager and 2 managers who have dual accountability for regional delivery of Quality, Risk Management and infection control in addition to their territory-wide responsibilities.

They are:

- Territorial Manager, Quality & Best Practices;
 - Territorial Manager, Infection Prevention & Control;
- Compensation & Benefits in the amount of \$4,720,000.00

RESPONSIBILITIES

- 1. Uphold and consistently practice personal diversity, inclusion and cultural awareness, as well as safety and sensitivity approaches in the workplace. Practice and ensure that any subordinate management and supervisory roles also prioritize staff mentorship and on-the-job training, including staff development in annual general objectives.**
- 2. The DQRCE is ultimately accountable for developing the strategic vision and planning, implementing, monitoring, and evaluating all programs and services in the Quality, Risk and Client Experience Branch of the NTHSSA.**
 - Establishing and supporting Quality Improvement structure and strategy for all Programs and Services.
 - Provides expertise on the interpretation of legislation and regulations, developing policies and procedures, implementing best practices in the areas of quality improvement, quality assurance, incident management, Accreditation and patient safety across the NWT
 - Promoting, enhancing, and improving patient safety system wide;
 - Enhancing the Client Experience;
 - Development of structures and processes to achieve and sustain Territorial Accreditation;
 - Developing Enterprise and Frontline Risk Management Strategies the mitigate risk throughout NTHSSA; both proactive and reactive
 - Lead the development of Infection Prevention and Control Policies, Programs and Services;



3. Quality Improvement:

- Promotes the development and enrichment of an organization-wide improvement culture, identification of system improvement opportunities and the use of quality improvement methods and tools to improve work processes
- Establishes quality improvement priorities for services delivered by NTHSSA, in consultation with senior leadership.
- Establishes a Quality Improvement Framework to support the achievement of the NTHSSA Operational Plan, in a manner consistent with the strategic direction established by the DHSS, and in consideration of the resources available, best practices (e.g. Accreditation Canada), regulatory bodies, and applicable legislation.
- Ensures the development of CQI Tool kit and promotes the use of recognized QI methods (Evidence based Practice for Improving Quality, LEAN), techniques and tools (process mapping, workflow diagrams, PDSA cycles in all improvement efforts
- Leads the development of an organizational culture and capacity for Continuous Quality Improvement across the NTHSSA in alignment with DHSS directives, Territorial and National legislation, regulations, standards and Accreditation requirements.
- Identifies performance priority areas aligned with NTHSSA strategic priorities, defines priority health status indicators to be monitored and leads the establishment of metrics for quantitative and qualitative outcomes that are expected for each program and service delivered by the authority.
- Leads the establishment of best practices through seeking input from a variety of sources and solicits professional advice relating to quality, safety, and client experience activities, ensuring that evidence and best practice considerations have been incorporated into program and service expectations established. Leverages expertise available within the regions to share knowledge and progress already made in the development of tools, resources, and requirements for clinical programs.
- Prepares Board (Leadership Council) and Senior Leadership reports on Quality Improvement Activities.
- Initiates participation in structured national performance and quality improvement assessments.
- Seeks diverse funding opportunities to participate in territory-wide and national performance and quality initiatives.
- Directs, lead and supervises quality improvement staff.

4. Incident Management and Patient Safety:

- Leads the development and promotes ongoing sustainability of an organizational culture of Patient Safety across the NTHSSA in alignment with DHSS directives, Territorial and Federal legislation, regulations, standards and Accreditation requirements.
- Establishes patient safety priorities for all services delivered by NTHSSA, in consultation with senior leadership.



- Ensures a system of reporting, investigating, monitoring and trending patient safety incidents is established, standardized across HRHSSA and TCSA
- Responds immediately to high severity and critical patient safety incidents and directs and leads NTHSSA response under the quality Assurance Framework and/or Critical incident Guidelines
- Directs the development, monitoring and evaluation of Quality Assurance Activities in all clinical program areas throughout NTHSSA, in accordance with the Hospital Insurance and Health and Social Services Administration Act and the Evidence Act including the following:
 - Oversees intake of concerns and assessment of need for quality assurance processes including initial assessment, privileged review or statutorily protected review.
 - Collaborates with Territorial Medical Director in leading quality assurance activity and oversees collaboration between Area Medical Directors, Territorial Managers Quality & Best Practices and Risk Management and Quality Risk Managers.
 - Supports the function and work of the Organizational Quality and Risk Management Committee.
- Oversees tracking and monitoring quality assurance activity recommendation dissemination, implementation and reporting.
- Prepares Governance and Senior Leadership reports on Critical incidents.
- Trends incidents and links to Quality Improvement and Risk Management opportunities and activities throughout the NTHSSA
- Primary point of contact for NTHSSA legal inquiries and litigation activities with the Department of Justice and external legal counsel.

5. Client Experience

- Establishes client experience priorities for all services delivered by NTHSSA, in consultation with senior leadership.
- Develops a strategic plan for patient engagement and leads and directs its implementation throughout the Territory.
- Directs and leads the operationalization of methods and strategies to improve the client experience.
- Establishes implements and ensures the sustainability of a client complaint process, with mandatory follow-up and reporting requirements throughout the NTHSSA.

6. Territorial Accreditation

- Accountable for the successful NTHSSA Accreditation process including facilitating program self-assessments, coordinating over 80 individual Accreditation committees, developing action plans, monitoring the changes resulting from the action plans, and preparing the organization for the on-site surveys.



- Collaborates with TCSA and HRHSSA to support Territory wide successful Accreditation process, leverage and optimize resources and expertise, and foster standardization across the Authorities.
- Collaborates with Senior and Executive Leadership with regards to priority process compliance, required safety practice compliance and survey results including self-assessment and global workforce survey
- Providing leadership in the development and maintenance of an Accreditation database including the tracking, trending and responses to Accreditation Canada.

7. Quality Assurance and Risk Management

- Leads development of enterprise-wide risk management framework and quality assurance framework in a manner that is consistent with best practice.
- Provides executive and senior leadership level guidance on enterprise risk management
- Fosters and supports proactive risk management activities system-wide
- Develops, implements, monitors and evaluates a Risk Registries for the NTHSSA, in collaboration with Senior Leadership and other necessary stakeholders.
- Identifies and addresses compliance issues with program standards and collaborates with senior leadership, including regional COOs and their staff, to improve performance.
- Reduces risk throughout the NTHSSA by proactively leading and directing the development of risk mitigation strategies and reactively investigating issues and concerns
- Ensures timely notification of potential litigation to GNWT Risk Management
- Acts as a key liaison with GNWT Risk Management, Health Insurance Reciprocal of Canada, Department of Justice and the NTHSSA legal representative/external counsel to ensure appropriate risk management and risk mitigation.
- Responsible for assisting in the preparation for litigation cases.
- Prepares Board (Leadership Council) and Senior Leadership reports on organizational top risks and risk mitigation activities.
- Responsible for the development, implementation, monitoring and evaluation of a corporate risk enterprise program.
- Ensures and oversees completion of Risk Assessment Checklists and Regional and Territorial risk registries
- Collaborates and assists in the development of disaster management and emergency preparedness.

8. Infection Prevention and Control (IPAC):

- Responsible for setting the strategic direction for the NTHSSA IPAC program to protect clients/patients/residents from health care associated infections.
- Establishes and directs metrics for quantitative and qualitative outcomes that are expected for the infection and prevention control program delivered by the authority, in



consideration of quality, safety and client experience goals and the resources available to support service delivery.

- Directs, leads and supports the integration, coordination and planning of IPAC resources throughout the NTHSSA.
- Directs and establishes communities of practice that support IPAC services throughout NTHSSA and collaborate with IPAC providers nationally.
- Directs the management of critical data and information, including surveillance for nosocomial and other infections.
- Oversees and provides direction on the implementation of evidence-based IPAC practice, standards and guidelines through setting-specific policy and procedure
- Directs the development, implementation and sustainability of education and training in IPAC protocols for health care providers, clients/patients/residents and their families
- Ensures timely communication of infection-related issues and relevant practices to leaders and staff to facilitate expeditious responses to emergencies and provide improvement
- Directs the establishment, implementation and sustainability of a multidisciplinary infection prevention and control committee whose responsibilities include annual goal setting, program evaluation and ensuring that the IPAC program meets current legislated standards and requirements as well as the requirements of the facility.
- Establish and Process surveillance indicators, complete practice audits, collect data, analyze, benchmark and report outcome indicators.

9. Territorial Ethics Community of Practice:

- Accountable for the maintenance of the Territorial Ethics Framework
- Coordinate an Ethics community of practice in partnership with HRHSSA and TCSA.
- Partner with Alberta Health Services on a Master Services Agreement for the provision of clinical ethicist services.
- Coordinate education and training system wide related to health ethics.
- Liaise with the Clinical Ethicist on requests for clinical ethics consultations.

WORKING CONDITIONS

Physical Demands

No unusual demands. The incumbent may be required to lift up to 20 lbs. when travelling.

Environmental Conditions

No unusual conditions

Sensory Demands

No unusual demands



Mental Demands

There will be considerable demands placed upon the incumbent by internal and external stakeholders to quickly develop solutions and achieve results, especially given the demands on the local and national health and social services system.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of program management, including budget development, preparation, and control to ensure financial responsibilities are conducted effectively, efficiently, and within allocated resources.
- Knowledge of change management principles and practices, including designing and facilitating organizational change, leading teams through transitions, and applying group dynamics,
- Knowledge of conflict resolution and team building strategies.
- Knowledge of quality management frameworks and continuous quality improvements methodologies, including problem solving tools, quality improvement tools, evaluation metrics, outcome indicators, Lean Six Sigma, PDSA and Accreditation Canada standards.
- Knowledge risk management practices, including risk identification, assessment, mitigation, loss prevention, loss reduction, and incident follow-up in complex health and social services program areas. (including root cause analysis, proactive risk assessment and resolution planning)
- Knowledge of relevant territorial legislation and policies governing health and social services legislation in the NWT, including their implications for service delivery and patient/client safety.
- Knowledge of legal and ethical aspects of health and social services programs, including the release of information, rules of confidentiality, legalities in medical chart documentation, consent law, professional accountability, and other medico-legal healthcare areas.
- Skills to effectively lead, facilitate, and present to internal, external, individual, or multidisciplinary division team or group.
- Interpersonal, coaching, and motivational skills to guide staff performance, build resilient teams, and support stakeholders in adapting to change and engaging in quality improvement efforts.
- Organizational and time management skills, with demonstrated ability in managing and prioritizing multiple, competing tasks and projects in a dynamic and high stakes environment.
- Communication skills, both written and verbal, with the ability to develop strategic documents, reports, and presentations, and maintain professional networks and collaborative partnerships to support quality and safety goals.



- Analytical and critical thinking skills to identify trends, assess system performance, support investigations, and recommend evidence-informed corrective action to problems/issues encountered during the delivery of programs and services.
- Ability to be culturally sensitive to northern and Indigenous communities, with the ability to acquire knowledge of how geography, culture, and lived experience influence access to and delivery of care.
- Ability to acquire and apply knowledge of health and social services legislation in the NWT, including (but not limited to): the *Hospital Insurance and Health and Social Services Administration Act*, *Medical Profession Act*, *Nursing Profession Act*, *Guardianship Act*, *Public Health Act*, *Coroners Act*, *Access to Information and Protection of Privacy Act* [ATIPP], *Health Information Act* (HIA), CANNN Bylaws, NTHSSA Medical and Professional Staff Bylaws, *Mental Health Act*, *Child and Family Services Act*, as well as GNWT, DHSS and NTHSSA policies and procedures.
- Ability to apply emotional intelligence and empathy in building and maintaining respectful relationships with internal and external stakeholders including clients and families.
- Ability to effectively lead organizational change, particularly in the context of system improvement and patient safety initiatives.
- Ability to work across systems, build consensus, and foster positive working relationships with a range of stakeholders including, agencies, elected community leaders, regulators, legal advisors and counsel, and staff.
- Ability to build solid strategic partnerships to cultivate trust-based alliances.
- 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:

A master's degree in a health-related field (i.e., public health, health administration, nursing), with a minimum of 8 years of experience, including minimum 3 years managing people and resources.

Equivalent combinations of education and experience will be considered.

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

Indigenous language: Select language

Required

Preferred