



## IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Quality Risk Manager – YK	
Position Number	Community	Division/Region
48-13475	Yellowknife	Quality, Risk and Client Experience/HQ

## PURPOSE OF THE POSITION

The Quality Risk Manager - Yellowknife is accountable for working collaboratively with stakeholders to manage the quality, patient safety, and risk management portfolio in the Yellowknife Region and Territorial Operations of the Northwest Territories Health and Social Services Authority (NTHSSA). They also provide support and guidance on all aspects of healthcare quality management and incident investigations within these regions.

## SCOPE

Reporting to the Territorial Manager, Quality and Best Practice (TM - QBP), the Quality Risk Manager - Yellowknife (QRM - YK) is based in Yellowknife and is responsible for overseeing the planning, development, implementation, maintenance, and evaluation of the NTHSSA quality, patient safety, and risk management programs.

With a forward-looking, systems-oriented approach, the QRM - YK leads initiatives that promote a culture of safety and support the development of proactive, risk focused, high quality programs. They assist managers with in-depth investigations into patient safety incidents and lead investigations into critical incidents and unusual occurrences in the Yellowknife Region and Territorial Operations. The QRM - YK also supports similar investigations across the NTHSSA, including the Hay River and Tłı̄chǫ regions.

The NTHSSA is the single provider of all health and social services in the Northwest Territories (NWT), with the exception of the Hay River and Tłı̄chǫ regions, and was established to move toward one integrated delivery system as part of the government's transformation strategy. Health and social services includes the full range of primary, secondary and tertiary health and



social services.

While the Tłı̨chǫ Community Services Agency (TCSA) will operate under a separate board and the Hay River Health and Social Services Agency (HRHSSA) will also operate under a separate board in the interim, the NTHSSA will set clinical standards, procedures, guidelines and monitoring for the entire NWT. 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.

The Department of Health and Social Services (DHSS) plays an important role in the connectivity between the NTHSSA, the TCSA and the HRHSSA because it establishes the common policy framework and common standards for the entire system. Operational consistency and collaboration across these three authorities is required to provide a quality, integrated Health and Social Services system for the NWT.

The QRM - YK 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, Coroners Act, Access to Information and Protection of Privacy Act (AT/PP), Health Information Act (H/A), CANNN Bylaws, NTHSSA Medical and Professional Staff Bylaws, Mental Health Act Child and Family Services Act, and other relevant GNWT, DHSS and NTHSSA policies and procedures.

The Quality, Risk, and Client Experience Division promotes and supports safe, quality, patient/client centered care and services through in-depth investigations into patient safety incidents, critical incidents and unusual occurrences. It also provides subject matter expertise and education, minimizing risk, and facilitating the implementation of best practices and system knowledge.

There is a significant shift to approaching quality and risk management with a proactive lens. This requires the QRM - YK to consider current systems and anticipate future opportunities to enhance care quality and safety across the NWT. A commonly accepted definition of "quality" in Health Care identifies six dimensions including, being effective, efficient, accessible, patient centered, equitable, and safe. The incumbent is responsible for conducting in-depth investigations into all patient safety incidents, critical incidents and unusual occurrences to monitor, analyze, provide advice, recommendations and/or improvements in the quality of client care clients and patients receive in their regions that ensure the standards for care outlined by Accreditation Canada are met.

The QRM - YK works closely with the TM - QBP, Yellowknife Region Chief Operating Officers (COO), Regional Managers, and Territorial Managers. They are frequently called upon by COO,



Senior Executive, Clinical Leadership, Territorial and Regional Leadership to provide advice, assistance, support, and recommendations on patient safety incidents, unusual occurrences, and various quality-related issues, often on short notice and arise unexpectedly.

The QRM - YK actively leads, plans, implements, and evaluates in-depth investigations into high severity patient safety incidents, complaints where incidents are evident, medical and legal reviews, and incidents with litigation potential. These incidents can require immediate and accurate attention. Many of the issues that arise from these investigations are unique, complex, sensitive, and of a highly confidential nature, and generally relate to patients/clients, staff, physicians and/or the business operations of the organization. As a result, the role demands the ability to build therapeutic, client-centred relationships with individuals affected by traumatic events, including the death of a loved one due to system errors. Some interactions may involve distressed or abusive individuals, requiring emotional resilience and strong communication skills.

The QRM - YK also supports continuous quality and continuous improvement initiatives that enhance the delivery of safe, high-quality care in the Yellowknife Region, Lutsel K'e, Fort Resolution, and Territorial Operations. They also provide regional leadership and operational support for the implementation of quality programs, including the Accreditation process. Their role, in collaboration with key stakeholders, will facilitate continuous quality improvement in their regions.

The QRM - YK plays a regional leadership role in advancing the NTHSSA Strategic Plan and in implementing the NTHSSA Quality and Patient Safety Framework. The incumbent ensures that regional quality and patient safety practices are aligned with Accreditation Standards and GNWT legislation and policies. This role promotes respectful, compassionate, culturally appropriate care that is responsive to the needs, values, beliefs and preferences of the clients and their family, fostering collaborative relationships between care teams and clients.

The QRM - YK works collaboratively with the Regional COO, groups of professional and non-professional staff within the Yellowknife Region and Territorial Operations, staff of DHSS, the TCSA and HRHSSA to facilitate the development and delivery of quality, client centered programs and services.

The QRM - YK has a significant amount of latitude provided that the policies, guidelines and interests of the GNWT are complied with. This latitude is tempered by the knowledge that incorrect decision-making is likely to result in harm to the reputation of the NTHSSA, diminished public confidence in the health and social services system and could ultimately result in harm to future patients entering the health and social services system. A variety of



duties are assigned to the QRM - YK and the incumbent must effectively assess and prioritize incident investigations and other projects in order to achieve a successful outcome.

## **RESPONSIBILITIES**

### **1. Subject matter expertise on incident management, patient safety, quality improvement, quality assurance, Accreditation Canada standards, and risk management.**

- Provide advice and expert guidance on patient safety incidents, critical incidents, and unusual occurrences in their region and Territorial Operations, through engaging interprofessional teams, facilitating structured systems analysis, and providing continuous organizational learning using the Canadian Incident Analysis Framework and the NTHSSA Quality Assurance Framework.
- Advise on the interpretation of legislation, development of policies and procedures, and implementation of best practices in quality improvement, incident management, and patient safety.
- Lead and actively participate in regional planning and decision-making meetings and activities, ensuring alignment with Accreditation Canada standards and a focus on quality, patient centered care.
- Collaborate in the development of regional program and service area quality indicators, identify, and analyze trends, and participate in the development of initiatives to address the trends and further reporting to identify areas of opportunity or risk.
- Contribute as a member of the Regional Management team in the Yellowknife Region.

### **2. Supports the regional planning implementing and evaluating of risk management activities**

- Support proactive risk assessment exercises in alignment with the NTHSSA Enterprise Risk Management (ERM) framework and insurer expectations (e.g. RACs).
- Engage with regional leaders on new and existing enterprises risks, mitigation strategies, and implementation of controls.
- Support the proactive development and implementation of programs and policies to mitigate risk and improve health privacy from the quality and safety perspective including Failure Mode Effect Analysis or Hazard Identification, Risk Assessment processes.
- Provide subject matter expertise in disclosure processes and available as a resource to review correspondence to patients and families.
- May be called upon as regional contact for legal consultations with either the Department of Justice or external legal counsel in active litigation proceedings.



- Lead or support organizational response to external risk sources (e.g. external audits, regulatory inquiries, jury recommendations)
- Provide support and leadership to the region's COOs on matters of non-compliance, investigations into patient safety incidents, critical incidents, unusual occurrences and potential risks or losses to the organization.
- Planning, implementing, and evaluating incidents and investigations, as well as coordinating stakeholders and clients for consultation and input into the investigation.
- Advise and support on complex information requests and consent issues in collaboration with the Territorial Privacy Specialist.
- Champion the NTHSSA Ethical Decision-Making framework.

**3. Leads, investigates, coordinates, and evaluates high severity patient safety incidents, critical incidents, and unusual occurrences in the Yellowknife Region and Territorial Operations, in collaboration with the TM - QBP.**

- Leads the intake, investigation, and coordination of all high severity patient safety incidents, critical incidents and unusual occurrences in their region.
- Maintain a therapeutic relationship with the patient, client, or family, providing regular updates, referrals, advice and support throughout the process.
- Ensure thorough analysis of all details 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.).
- Uphold the integrity of evidence and documentation during the course of incident investigations.
- Offers expert consultation on incident involving medico-legal complexity, including consent, capacity, and duty of care considerations.
- Apply the Canadian Patient Safety Incident Analysis Framework for systematic analysis and develop a report and recommendations on system improvements.
- Support final disclosure processes with the patient, client or family in accordance with disclosure policies and Canadian Disclosure Guidelines, ensuring communication is transparent, compassionate and culturally safe.
- Embed a Just Culture approach to ensure lessons learned contribute to proactive risk mitigation strategies.
- The QRM - YK tracks and trends quality reviews, incident investigations, incidents and unusual occurrences, and related recommendations. They support the COO and Regional Management team with follow up and timely implementation of mitigations strategies and recommendations in their region.



- Assists in the preparation and submission of all potential lawsuits and insurance claims to GNWT Risk Management, the Insurer and Legal Counsel, in a proactive, timely and concise fashion.
- 4. Support the Yellowknife Region with emergency planning, emergency response and post emergency response review processes.**
    - Act as a resource for emergency preparedness and planning, including serving as an assigned Incident Command System (ICS) role during activation of emergency operations.
    - Provide real-time risk management consultation during emergency responses by contributing to ICS decision-making by advising on risk prioritization, continuity of care, and regulatory compliance.
    - Support post-incident debriefings and after-action reviews to identify lessons learned, system vulnerabilities, and opportunities for safety improvements.
    - Serve as a key regional and territorial risk advisor during emergency and disaster responses.
  - 5. Supports planning, developing, implementing, maintaining, and continuously evaluating the NTHSSA's incident management, patient safety, quality improvement, quality assurance, Accreditation Canada standards, and risk management programs.**
    - Oversee the effective utilization of the region's incidents through the Territorial-wide incident reporting system (RL6) to enhance patient safety and ensure accurate reporting and follow-up on client and patient safety concerns.
    - Support Regional Managers with the development, implementation and evaluation of regional quality improvement initiatives to ensure compliance with the standards of care outlined by Accreditation Canada standards.
    - Support the development, review, and integration in the Region, of the NTHSSA's quality management initiatives, client and staff satisfaction surveys and the development of valid, reliable quality indicators.
    - Provide briefings and evaluations of quality enhancements, ensuring improvements are meeting the operational needs of the organization.
  - 6. Leads and facilitates Continuous Quality Improvement (CQI) in the Yellowknife Region and Territorial Operations and offers support in the development of programs for prevention and mitigation of quality or safety issues.**
    - Champions the use of quality improvement tools, (e.g., process mapping/flow diagrams, cause and effect diagrams, pareto charts, FMEA, plan-do-study-act etc). and the Evidence-Based Practice for Improving Quality (EPIQ) to identify quality improvement opportunities in the Yellowknife Region.



- Identify regional quality improvement issues, and provide oversight and recommendations on developing, implementing, and evaluating corrective actions.
  - Prepare a Regional Quality and Patient Safety Report for review by the region's COOs and TM – QBP and assist in the completion of the annual patient safety and quality improvement plan for NTHSSA.
  - Advise on significant regional health and social service developments, recommending corrective actions based on best practice standards to ensure continuity of coverage, services, and programs.
- 7. Supports the Accreditation Canada standards Process to ensure quality is a proactive mindset and staff is provided with the necessary resources to provide quality service and programs.**
- Participate on the Territorial Accreditation Canada Leadership Forum and, as needed, Accreditations Team(s) to support quality initiatives and the accreditation process Territory-wide.
  - Contribute to self-assessment findings, survey findings, and the development of quality improvement plans to address any deficiencies.
  - Support the regions throughout the Accreditation Canada standards process including supporting accreditation readiness activities such as facilitating mock surveys, preparing evidence submissions, and ensuring alignment with Accreditation Canada's standards.
- 8. Supports the development or amendment of policies and procedures in the Yellowknife Region and Territorial Operations.**
- Contribute to policy and procedure development to ensure risk mitigation strategies are embedded into organizational operations and aligned with legal and regulatory requirements.
  - Support the implementation, utilization and evaluation of the NTHSSA Policy framework, ensuring policies, procedures, and protocols are regularly updated and distributed throughout the regions.
  - Promote ongoing education and orientation related to quality and patient safety policies, procedures, protocols guidelines, legislation and professional practice issues (e.g. liability issues) in collaboration with others.

## **WORKING CONDITIONS**

### **Physical Demands**

No unusual demands.



### **Environmental Conditions**

Working within the health care environment poses risk for exposure to infectious diseases.

### **Sensory Demands**

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**

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. On a frequent basis the incumbent may be faced with potentially traumatic information as a result of the details revealed through the incident investigation process.

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

The incumbent will face interruptions, unpredictability, competing demands, and shifting priorities due to incident occurrences and may need to work evenings and weekends to complete investigations.

The QRM - YK may be asked to travel to regional centers to provide guidance, support and assistance as required.

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

- Knowledge of designing and facilitating change processes, with the ability to build and work with groups and teams to guide adaptive change in complex systems. Skilled in group dynamics, resolving conflict, and leading teams through dynamic environments.
- Knowledge of quality management principles, methodologies, and problem solving and quality improvement tools, evaluation measures and outcome indicators.
- Knowledge of investigative processes and report writing, with the ability to conduct thorough investigations and communicate findings effectively.
- 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 in the NWT, with contextual understanding of how regulatory frameworks intersect with system-level learning.
- Understanding of risk identification, loss prevention, and risk reduction in a health and social services program areas.
- Knowledge of legal aspects of health and social services programs, including release of information, rules of confidentiality, legalities in medical chart documentation, consent law and other medico-legal healthcare areas.
- Ability to acquire and apply knowledge of relevant health and social services legislation in the NWT, including: 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 (ATIPPA), Health Information Act (HIA), CANN 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 a high level of sensitivity in responding to and handling client concerns.
- Inter-group skills to effectively lead and facilitate internal and external teams, including individual and multidisciplinary groups.
- Organizational, time management, analytical, facilitation, and presentation skills to manage multiple responsibilities in a timely and effective manner.
- Verbal and written communication skills, with the ability to develop and maintain internal and external networks to achieve work objectives. Capable of prioritizing work in a team-based setting.
- Ability to analyze complex issues, investigate problems, and initiate corrective actions during the planning, development, and delivery of operational initiatives, programs, and services.
- Ability to apply Safety-II principles to analyze everyday clinical work, understand how success is achieved in complex conditions, and support adaptive improvements in care delivery.
- Ability to understand and apply cultural sensitivity in addressing the geographical and cultural needs of clients and families, recognizing how community and culture impact healthcare delivery.
- Ability to apply and develop creative, innovative approaches to project planning, implementation, and evaluation within a complex health system.

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

A degree in a health-related field and three years of relevant experience.

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