IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Territorial eHSS Applications Educator	
Position Number	**Community**	**Division/Region**
48-13901	Yellowknife	Informatics & Health Technology/HQ

PURPOSE OF THE POSITION

The Territorial electronic Health and Social Services (eHSS) Applications Educator is responsible for the research, development, delivery, and evaluation of electronic Health and Social Services Systems applications training and workflow analysis for a wide range of users across the entire Health and Social Services system including users at the Department of Health and Social Services (DHSS) and the Northwest Territories Health and Social Services Authority (NTHSSA). This training ensures consistent usage of the systems and consistent application of both data and business flow standards. This position will also provide training and advice for all users on procedures and standards regarding privacy, security, and appropriate system access in order to maintain compliance with relevant ATIPP and health privacy legislation.

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 Tłı̨chǫ 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 include 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 1,800 health and social services staff.

While the Tłı̨chǫ 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.

Located in Yellowknife and reporting to the Supervisor, Health Applications Training and Support, the Territorial eHSS Application Educator is responsible for the research, development, coordination, and delivery of eHSS applications user and workflows based on relevant policies and program guidelines. This also includes developing and maintaining relevant training support materials for specific user groups based on their user category, specific eHSS application and program delivery requirements. The eHSS applications are used on a daily basis by HSS personnel NWT-wide, including administrators, planners, analysts, physicians, nurses, social workers, and other allied health workers.

The implementation and use of Territorial eHSS application(s) is a key component and foundation piece in the delivery of the current health and social services model. eHSS applications used territorial wide will improve and support; access to required patient information at the point of care, collaboration along the patient care continuum, quality improvement and reporting initiatives, and most importantly will support the primary goal of improving the care and safety of our clients.

Delivery of the training takes place across the NWT and using various training tools. Training may be in-person, over the phone or electronically. The incumbent of this position determines what adaptations are required to standardize training to suit different users with different needs. Some users will have more regular system needs while other need training to be able to access components less frequently but accurately.

The incumbent monitors the effectiveness of the training and modifies both the general approach and person-specific training to ensure maximum effectiveness of eHSS Systems. The position is in direct contact with system users on a daily basis. This allows the incumbent to provide valuable feedback to those who develop and revise the system components about what is effective for users and what information gaps those users have identified. This helps to ensure investments in front-line technology is appropriate in the delivery and health and social services care.

The position has a significant impact on the effectiveness of the eHSS Systems. By providing training to allow for an effective understanding of the applications and their capabilities, users are able to appropriately use the system(s) and take advantage of the full functionality of the various components. Maximum use of the eHSS Systems improves the capacity for safe patient care and reduces the potential for error or duplication of effort due to a lack of information.

RESPONSIBILITIES

1. **Researches, analyzes and documents workflows and options for training related to the use of eHSS application(s) used by application administrators, planners, analysts, physicians, nurses, social workers, and other allied health workers.**
   - Review current state practices for clinical and administrative workflows for users within the Health and Social Services system.
   - Document workflows, highlighting gaps and required process for new workflows.
   - Validate workflows with stakeholders, making adjustments and changes as need.
   - Walkthrough and train Territorial eHSS application staff on future state workflows.
   - Provide training to end-users on workflows as applicable.
   - Identifies eHSS System components and related data input or extraction procedures.
   - Research best practices for introducing users to the input and output processes.
   - Identifies areas where errors could be made on input or output and develops a training strategy to minimize potential errors resulting from user misunderstanding.
   - Identify skill sets necessary to effectively use applications and ensure there are both technology and other skills components for training.

2. **Develops and delivers eHSS application(s) end-user training to meet the needs of all eHSS system users with differing skill levels and who may be geographically separated from the trainer.**
   - Liaise with recruitment staff and site leads to track incoming staff and identifying their training requirements.
   - Develop and implement relevant training programs for all users that will be using the eHSS application(s).
   - Develop, maintain, modify and update eHSS training materials including related manuals, videos, applications, brochures, pamphlets, etc. to be used in the delivery of the training programs.
   - Develop training frameworks that reflect the diverse audience that may be accessing system components.
   - Create mini-training components/step-by-step how-to's for frequent difficulties that can be shared.
   - Maintain FAQ documentation and shares with end users.
   - Deliver training sessions for application(s) Super Users who can provide ongoing training within their region, and with identified general users, either in person or via remote sessions.
   - Maintain and share eHSS training content with application(s) Super Users as well the Supervisor, Health Applications Training and Support. Knowledge to be maintained and shared will include, but not be limited, to:
     - User documentation,
     - Training materials,
     - Communication materials,

    - Planned updates and new releases from a functionality perspective, and
    - Availability of additional training sessions.
- Develop and implement refresher or advanced training programs that will be using the eHSS Application systems.
- Coordinates the logistics of training sessions.

3. **Monitors the training needs of eHSS users to ensure competency and continuous development in the use of the eHSS application(s) and identify technology challenges that limit users in effective use.**
    - Create and implement assessment tools to measure the effectiveness of training for different user groups and the comfort level with use of all facets of the applications over time.
    - Administer and review assessments to ensure comprehension of the training and delivery channels, and readiness to use new systems.
    - Collaborate with IHT helpdesk staff to identify, track, and communicate the resolution of issues related to training.
    - Collaborate with the Supervisor, Health Applications Training and Support and the Data Integrity Coordinator(s) to identify opportunities for addressing challenges users are having with following particular data standards e.g. clinical data standards, patient identity standards.
    - Work with the eHSS stakeholders to identify users who continue to have challenges after training and implement additional supports as necessary.
    - Identify and rectify training areas where users repeatedly have challenges in accessing or entering data.
    - Identify elements in the application design which are either difficult or particularly helpful for users and provide feedback to the Vendor(s) and/or development teams.
    - Conduct periodic training needs assessments to identify training needs of users.
    - Evaluate current staff user(s) skills, knowledge and competencies related to e-health privacy and use of the eHSS applications.
    - Prepare reports for management with respect to the staff training effectiveness. Regularly attend eHSS application meetings to discuss training related issues.
    - Work with the Supervisor, Health Applications Training and Support to identify opportunities for addressing challenges users are having with following particular data standards e.g. clinical data standards, patient identity standards, etc.
    - Modifies training materials to reflect application changes.

4. **Provides support to the Supervisor, Health Applications Training and Support.**
    - Supports the IHT Service Desk and Information Systems Teams to ensure the uninterrupted availability of the Support Desk functions for all eHSS application(s) users.
    - Answer phones, setup user accounts, troubleshoot user issues and escalate as required.

5. **Assists those involved in eHSS application(s) development in identifying systems limitations and/or training requirements associated with new implementations or updated software versions of the eHSS application(s).**
   - Identify new training requirements as a result of application enhancements and changes.
   - Identify training needs, establish training objectives/standards, participate in the design and modification of vendor developed training modules, and provide overall coordination of training activities in conjunction with the Site Leads and Super Users.
   - Mentor Super Users and collaborate with them to develop site specific training plans.

WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

No unusual demands.

Sensory Demands

No unusual demands.

Mental Demands

May require travel to other NWT communities to train local HSS professionals.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of developing training material and adult training techniques.
- Knowledge and awareness of the legal, ethical and professional responsibilities regarding health information privacy and data security.
- Knowledge of eHealth systems and healthcare privacy legislation and requirements.
- Knowledge of the skills and tools necessary to develop and deliver computer based training.
- Computer skills and knowledge, including word processing spreadsheet, database applications.
- Organization skills.
- Team skills and ability to work collaboratively in a virtual team environment.
- Team leadership experience and small group leadership abilities.
- Research analytical, communications, problem solving, and evaluation skills.
- Ability to develop a variety of training modules and support materials in plain language for a varied adult audience.
- Ability to creatively and effectively organize, supervise and assess results of training events/projects.

- Ability to remain current on outside training resources.
- Ability to work unsupervised and without direction in all duties, and in order to meet scheduled deadlines and manage priorities to address emergent and priority tasks.
- Ability to work cooperatively with local and remotely located teams.
- Ability to independently identify and solicit appropriate additional resource assistance, to adapt and improvise in order to resolve issues in a timely manner.
- Ability to use appropriate, clear, concise written, graphic, verbal and oral communication, including reports and presentations with a wide range of stakeholder and agency audiences, including explaining complex technical concepts to non-technical management and end-users.
- Ability to identify, establish and maintain professional relationships with key internal and external agencies and stakeholders.
- Ability to develop and make recommendations to management and committees.
- Awareness of medical and coding terminology such as SNOMED CT, LOINC, ICD-9, ICD-10, ICD-l0CA, and CCI.
- Ability to understand the basic learning requirements of adult learners, to develop training and educational materials appropriate for non-technical learners.
- Ability to work in a changing environment, with a high level of adaptability, and initiative.
- 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 degree in an education related or healthcare related discipline plus a minimum of 3 years' experience working in adult education with at least 1 year in a healthcare environment using a clinical information system and working with clinical and support staff. Experience in maintaining and administrating a clinical information system is a preferred.

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