



## IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services	Accreditation Project Officer	
Position Number	Community	Division/Region
48-15285	Lutsel K'e	Quality, Risk and Client Experience Division

## PURPOSE OF THE POSITION

The Accreditation Project Officer is responsible to support the Northwest Territories Health and Social Services Authority's in providing quality patient care by supporting activities undertaken to obtain organizational Accreditation following the Accreditation Canada standards.

## SCOPE

Reporting to the Territorial Manager, Quality and Best Practices (TM - QBP) of the Northwest Territories Health and Social Services Authority (NTHSSA), the Accreditation Project Officer (Project Officer) is located in Lutsel K'e and is responsible for assisting with planning, developing, implementing, monitoring, and analyzing of the NTHSSA Accreditation Program and provide support in the Accreditation process to Hay River Health and Social Services Authority (HRHSSA) and Tlicho Community Services Agency (TCSA).

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 Tlicho regions and was established to move toward one integrated delivery system as part of the Government of the Northwest Territories' (GNWT's) government's transformation strategy. Health and social services include the full range of primary, secondary and tertiary health and social services.

While the TCSA will operate under a separate board and the HRHSSA will also operate under a separate board 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. 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 Project Officer 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; Communicable Diseases Act; Coroners Act; Access to Information and Protection of Privacy Act (ATIPP), Health Information Act (HIA), RNANT/NU 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.

The Quality, Risk and Client Experience Division promotes and supports safe, quality patient/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 best practices and system knowledge.

In 2016 the NTHSSA, HRHSSA and TCSA initiated efforts to obtain Territorial-wide accreditation from Accreditation Canada (AC). The initial on-site survey will take place in September of 2019 with 24 areas of operation being reviewed for compliance with the Accreditation standards. Through the process of Accreditation, the systems, practices, and culture within the NTHSSA are assessed to ensure the provision of the best care to clients and that continuous quality improvement is supported, while improving patient safety. Some of the previous health authorities were involved in various aspects of Accreditation while some regions have had no experience with Accreditation.

The Project Officer works closely with the Accreditation Lead to plan, implement, monitor and evaluate all activities required to ensure a continuous four-year Accreditation survey cycle is maintained. The Project Officer coordinates activities and assists with developing Territorial wide action plans while applying project management methodology including: planning, communication, monitoring, project and program evaluation techniques to ensure that the implementation of Accreditation and best practice standards are done efficiently and effectively.

The Project Officer works collaboratively with the Accreditation Lead, the TM - QBP, the Director- Quality Risk and Client Experience, the Regional Chief Operating Officers (COOs), groups of professional and non-professional staff within the NWT, staff of DHSS, the TCSA and HRHSSA to facilitate successful Accreditation. The Project Officer works with colleagues in the NTHSSA to ensure that an integrated approach to service planning occurs throughout the NWT. The Project Officer maintains relationships with AC staff and surveyors, Alberta Health Services, Health Canada, the Canadian Patient Safety Institute, and participates in National and

International Communities of Practice to share and develop best practices and approaches for successful Accreditation.

A variety of duties are assigned to the Project Officer and the incumbent must effectively assess and prioritize projects in order to achieve a successful outcome

## **RESPONSIBILITIES**

### **1. Provides subject matter expertise throughout the NTHSSA on Accreditation processes and standards.**

- Provides advice and subject matter expertise on the processes used by AC to assess client care and the development of policies and procedures relating to Accreditation.
- Participates in a variety of planning meetings and activities throughout the NWT, providing expert knowledge to the teams on the processes used by AC to assess client care.
- Organizes and supports the tracking and evaluation of all activities related to the successful Accreditation of the NTHSSA
- Tracks service and program area initiatives and indicators enabling compliance with AC standards.
- Manages information input into the NTHSSA Accreditation portal, also assisting TCSEA and HRHSSA as necessary.

### **2. Supports Territorial and Regional Accreditation teams in the implementation of standards, action plans and resources in a professional, positive, and timely manner.**

- Assists in the development of Accreditation project plans and supports their implementation by attending Accreditation team meetings.
- Research best practices and provides recommendations to the Accreditation Lead about AC standards.
- Works with the Accreditation Lead to provide support for the Accreditation Leadership Forum and the Territorial and Regional Accreditation Teams.
- Extracts and analyzes data from various sources to provide recommendations to the Accreditation Leadership Forum and the Territorial and Regional AC teams.
- Responsible for the organization and presentation of evidence on each standard to AC.
- Prepares minutes, agenda's and reports for all levels of the organization, ensuring timely follow up on action items.
- Coordinates Mock Tracer activities throughout the NWT including the coordination of travel plans and schedules and aligning appropriate tracing of priority processes. to facilitate organizational readiness for the surveys.

### **3. Assists in the development and strategic implementation of the Accreditation communications plan.**

- Supports the planning, development, implementation and evaluation of the strategic project communications and public affairs for the AC Project.
- Reviews documents with attention to detail with recommendations for edits/changes.

- Prepares responses and correspondence.
  - Coordinates requests for documentation preparation, drafting/editing.
  - Collaborates with the Accreditation Lead, ensuring the timely and coordinated follow up on communication issues.
  - Identifies opportunities to communicate the day-to-day (ongoing) work, initiatives and leading practices throughout the AC process to all stakeholders.
  - Collaborates with the Accreditation Lead to provide regular updates for the website and ensures appropriate information is available to staff through the intranet.
  - Ensures that communication strategies and products are in keeping with the GNWT Official Languages Act.
- 4. Assists in the development and strategic implementation of the Accreditation education plan.**
- Supports the planning, development, implementation and evaluation of the education plan for the AC Project.
  - Identifies opportunities for education to promote an understanding of the AC process.
  - Assists in the development of educational material and reviews educational material with attention to detail providing recommendations for edits/changes.
  - Coordinates requests for education with presenters.
  - Organizes and ensures all technical requirements for the education sessions are arranged and properly functioning.
  - Coordinates an evaluation of the education and collaboratively analyzes the information with the Accreditation Lead.
  - Prepares regular educational updates for the website.
- 5. Participates in and supports assigned NTHSSA small to medium sized projects on an ongoing basis.**
- Assists in the development of guiding documents including terms of reference, meeting agendas and minutes, etc., for the project.
  - Assists in the development of project structure options for review and approval as required.
  - Assists Territorial and Regional Accreditation teams in the implementation and use of the NTHSSA policy framework and the development of policies and procedures.
  - Assists in the preparation of Territorial and Regional policies and procedures for review and approval.
- 6. Attends and participates on assigned NTHSSA, HRHSSA and TCSA Accreditation teams.**
- Represents the Accreditation Leadership team, along with its priorities, at these meetings.
  - Brings forward significant issues raised during Territorial and Regional meetings to the attention of the Accreditation Lead and the Accreditation Leadership Forum.

- Proactively briefs the Accreditation Lead, the TMQBP or assigned Manager, when appropriate.
  - Assists in providing recommendations and justifications to decision makers as required.
- 7. Actively coordinates and assists in the development and implementation of metrics and ensures, when appropriate, evaluation frameworks are coordinated in the project plan, to track and monitor NTHSSA projects.**
- Assists with the tracking of project metrics and reporting on the day-to-day management of the Accreditation process and any improvements.
  - Works with Accreditation Lead to ensure that Accreditation related program changes have approved evaluation frameworks developed to monitor and assesses changes.
  - Assists in the evaluation of the Accreditation process and makes recommendations.
- 8. Participates in the financial management of the AC process**
- Prepares cost estimates and assists with the allocation of resources.
  - Monitors project expenditures proactively to advise the Accreditation Lead of potential cost savings or reallocation.
  - Assists in the preparation of reports explaining variances.

## **WORKING CONDITIONS**

### **Physical Demands**

No unusual demands

### **Environmental Conditions**

No unusual conditions

### **Sensory Demands**

No unusual demands

### **Mental Demands**

The incumbent is subject to high levels of stress related to multi-tasking, conflicting priorities, dealing with confidential and politically sensitive information and working with tight deadlines on a daily basis, which may lead to mental or emotional fatigue.

The incumbent deals with a variety of staff that may have divergent perspectives.

## **KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge of project management principles.

- Knowledge of the Accreditation Canada standards.
- Ability to acquire and apply knowledge of health and social services legislation in the NWT, including 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 (HIA)*, *RNANT/NU 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 concerns.
- Inter-group skills to effectively lead and facilitate internal, external, individual or multidisciplinary division team or group.
- Organizational, facilitation and presentation skills.
- Communication skills, both written and verbal.
- 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 maintain a high degree of tact, discretion, and diplomacy.
- Ability to maintain confidentiality at all times.
- Ability to work with a wide range of data collection sources in health administration.
- Knowledge of northern cultures and of cultural influences on health.
- Skills in using computer programs; word processing, presentation/database. Ability to synthesize pertinent information into an easily comprehensible format for a technical audience, including presentations, summaries and fact sheets.
- Ability to synthesize multiple concepts and priorities.
- Ability to work in a collaborative environment requiring adaptation and flexibility.
- Ability to prioritize and work independently.

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

Completion of an undergraduate degree in business administration, science or engineering, plus a minimum of three (3) years' experience working in the Canadian health and social services system.

**ADDITIONAL REQUIREMENTS**

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

Assets include:

- Direct working experience with Accreditation standards and Accreditation Canada experience coordinating projects in a Northern environment
- Strong proficiency in both official languages

**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:**

- ☐ Required  
☐ Preferred