



IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Intern – Access to Information and Protection of Privacy (ATIPP) and Health Information Act (HIA) Coordinator	
Position Number	Community	Division/Region
48-16937	Yellowknife	Quality, Risk and Client Experience/HQ

PURPOSE OF THE POSITION

The Intern – Access to Information and Protection of Privacy (ATIPP) and Health Information Act (HIA) Coordinator supports the implementation of the *Access to Information and Protection of Privacy Act* and the *Health Information Act* and assists the NTHSSA on Privacy and Health and the release of health information.

SCOPE

Reporting to the Territorial Risk Manager of the Northwest Territories Health and Social Services Authority (NTHSSA), the Intern – Access to Information and Protection of Privacy and Health Information Act Coordinator (the Intern) is located in Yellowknife and is responsible for coordinating and tracking ATIPP and HIA requests, monitoring internal procedures to ensure patient privacy is maintained, and undertaking statistical reporting for quality monitoring.

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's transformation strategy. Health and social services include the full range of primary, secondary, and tertiary health and social services.

While the Tlicho 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 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 Quality, Risk and Client Experience Division promotes and supports safe, quality patient/client centered care and services through the provision of subject matter expertise, education, minimizing risk and facilitating the implementation of best practices and system knowledge.

The HIA and ATIPP Coordinator - Intern works within a legislative, regulatory and policy framework that includes the *Hospital and Social Services Administration Act*, *The Mental Health Act*, *The Public Health Act*, *The Medical Professions Act* and Medical By-laws of the NTHSSA, the *Nursing Professions Act*, *The Child and Family Services Act*, *Access to Information and Protection of Privacy Act* and the *Health Information Act*.

Access to information requests occur regularly and can be diverse. Responses can require a significant amount of time to complete, require consultation with many individuals at different levels within the NTHSSA and must adhere to strict procedures and timelines. Management and monitoring of ATIPP and HIA program is a difficult and labor-intensive process, and the incumbent must be able to manage multiple projects and be able to prioritize activities, often on a daily basis.

The HIA and ATIPP Coordinator - Intern works collaboratively with stakeholders throughout the NTHSSA, TCSA, HRHSSA and DHSS to ensure NTHSSA policies, procedures, standards, and guidelines on HIA and ATIPP are communicated efficiently and effectively to staff throughout the NWT health and social services system. While the coordinator works collaboratively with all NTHSSA employees, they may have to deal with staff who have conflicting priorities. Tact, patience, and diplomacy will be required to ensure positive working relationships are maintained.

The Intern also assists the Territorial Risk Manager in coordinating research review requests and collaborating with leaders throughout the NTHSSA to assess any risk or concern that may occur as a result of the research, especially as it pertains to client or patient privacy.

The Intern is required to actively promote a high-quality, friendly, respectful workplace that is safe, healthy, supportive and client centered. The Intern 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.

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

RESPONSIBILITIES

1. Assists with support throughout the NTHSSA on privacy and access to health information.

- Assists in providing advice on the interpretation of legislation and regulations, the development of policies and procedures and the implementation of best practices at the regional and territorial level in the areas of privacy and access to health information.
- Intern HIA and ATIPP Coordinator will actively participates in a variety of planning and decision-making meetings and activities throughout the NWT, assist in ensuring that all processes, procedures, and decisions maintain the client or patient's privacy.
- Assists with support on all privacy and confidentiality incidents throughout the NTHSSA.
- Assists in providing expert advice to the Regional QRM's on areas of risk, privacy, and access to health information.
- Assist in the coordination of ATIPP and HIA requests to manage a centralized data base/statistical reporting that organizes and tracks all ATIPP, HIA and research requests.
- Assists in conducting research on the collection of data in support of the NWT health privacy framework.

2. Assists in coordinating Access to Information and Protection of Privacy (ATIPP) within the NTHSSA.

- Assists in identifying, developing, and monitoring procedures for the administration of the ATIPP Act, such as processing of requests for information, disclosing the requested information, tracking of requests, statistical reporting and ensuring adherences to legislative requirements, including the handling of appeals.
- Assists in analyzing and evaluating the implications and advisability of possible options for dealing with ATIPP requests, advising the Territorial Risk Manager and Senior Management of these options, and recommending a course of action.
- Exercises discretion but works collaboratively advising the requestor on the legal, financial, and administrative issues related to the request and
- Intern will collaborate with program area staff in identifying and determining the location of the requested records and arranging for the retrieval of the records.
- Assists in researching and analyzing the relevant data to determine whether fees may be charged and calculating the appropriate fee estimate.



- Assists in analyzing documents for the purpose of applying the exceptions to disclosure in the ATIPP Act, redaction, and preparation for release.
 - Assists in evaluating protocol agreements, information sharing agreements, research agreements, contracts, and privacy impact assessments drafted by divisions within the NTHSSA to ensure compliance with the ATIPP Act and make related recommendations to the Territorial Risk Manager and Senior Management.
- 3. Assists with investigating, coordinating, and evaluating all privacy incidents and unusual occurrences related to personal health information/personal information throughout the NTHSSA.**
- Assists the investigation and reporting of all privacy incidents and complaints impacting personal health information/ personal information in collaboration with the Territorial Managers, Regional Managers, and other stakeholders.
 - Assists in identifying the appropriate mitigation strategies and recommendations that are compliant with the legislative requirements.
 - Assists in responding to investigations with the Information and Privacy Commissioner of NWT.
 - Intern will develop strong relationship with other employees to foster a culture of privacy.
- 4. Assists and participates in the conducting and coordinating of research requests within the NTHSSA.**
- Assists in developing, implementing, and revising NTHSSA research policy and guidelines in alignment with the DHSS policies and guidelines.
 - Assists the Territorial Risk Manager to manage research initiatives within NTHSSA.
 - Assists in reporting the research initiatives within NTHSSA and reviews of long-term plans in response to the research.
 - Intern will research specific issues and topics that pertain to privacy, risk, quality improvement and client engagement, as well as a variety of topics that may be of interest throughout the organization.

WORKING CONDITIONS

Physical Demands

No unusual physical demands

Environmental Conditions

No unusual environmental demands



Sensory Demands

No unusual sensory demands

Mental Demands

Daily the incumbent will be exposed to issues and situations that require a high degree of mental and emotional awareness and sensitivity, leading to mental fatigue, stress and strain.

Occasionally, the incumbent may be exposed to emotionally disturbing experiences while dealing directly with distressed clients, patients or families, lawyers, and staff. The incumbent is regularly exposed to numerous interruptions that would cause disruption in carrying out duties in a timely manner, dealing with unknown factors, uncontrolled workflow and overlapping demands

KNOWLEDGE, SKILLS AND ABILITIES

- General familiarity with the departmental goals and objectives and the political and social environment in which the department programs and services are delivered.
- Ability to acquire and apply knowledge of Health and Social Service Administration Act, Public Health Act, Coroners Act, Access to Information and Protection of Privacy Act (ATIPP), Health Information Act (HIA), NTHSSA Medical and Professional Staff Bylaws, Mental Health Act, Child and Family Services Act, as well as GNWT, DHSS and NTHSSA policies and procedures.
- Knowledge of word processing programs, spreadsheets and inter/intranet.
- Ability to be sensitive to the geographical and cultural needs of the people of the NWT.
- General knowledge of Investigative, research and analytical skills.
- Ability to communicate effectively in writing and verbally to varying people with knowledge and skills.
- Demonstrates high level of sensitivity in responding to and handling client concerns.
- 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 university degree in a health-related discipline, business or organizational management or law.

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