



## IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Community Health Nurse, Primary Care	
Position Number	Community	Division/Region
48-17672	Yellowknife	Primary Care/Yellowknife

## PURPOSE OF THE POSITION

The Community Health Nurse, Primary Care is a member of the Integrated Care Team within a Regional Primary Care site. The incumbent provides community health and case management services in accordance with the Northwest Territories Health and Social Services Authority (NTHSSA) and Registered Nurses Association of Northwest Territories and Nunavut (RNANT/NU) to ensure regional residents have access to timely, professional, and sustainable health services required to maintain optimal health.

## SCOPE

NTHSSA is the single provider of all health and social services in the Northwest Territories (NWT), with the exception of Hay River and Tłıchǫ regions, covering 1.2 million square kilometers and serving approximately 43,000 people, including First Nations, Inuit, Metis, and non-indigenous. 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 1,400 health and social services staff.

While the Tłıchǫ Community Services Agency (TCSA) and Hay River Health and Social Services Agency (HRHSSA) operate under separate boards, 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 transformation strategy.



The NTHSSA administers all primary care, public health, home care and general physician services throughout Yellowknife, Dettah and Ndilo, as well as all regional health and social services delivered in Fort Resolution and Łutselk'e. The NTHSSA provides and supports the delivery of community-based health and social services to adults and children in order to enhance the health and well-being of communities through excellence, accountability and respect for regional diversity.

Building off the results and momentum of System Transformation, the strategic renewal effort has now begun a process of Primary Health Care Reform to shift the system and its care models towards a team and relationship-based approach that is driven through public participation, community feedback, and data, and built upon a foundation of trust and cultural safety. Using a community development approach, we are changing the way we work with people and communities, at every level of the health and social services system, to enable public participation in priority setting, planning, and design that integrates the social determinants of health.

The Community Health Nurse, Primary Care (CHN), is located in Yellowknife and reports directly to the Nurse in Charge (NIC), depending on local organizational structure. In accordance with established standards of nursing practice the CHN will promote the health and wellness of patients within the Integrated Care Team, act as a patient advocate, and provide non-emergency medical care; respond to medical crises that may require decision-making and treatment based on established NWT community health nursing guidelines, procedures and standards of nursing care; and deliver nursing core services designed to promote community health and wellness, decrease suffering and prevent injury across the lifespan.

The expanded scope of the CHN function contributes to the Integrated Care Team by providing and coordinating the care of the patients paneled to that team. In addition to chronic disease management, a CHN will provide care and interventions for those presenting with acute concerns,

If a clinical situation is beyond their scope or knowledge, the CHN has the ability to consult/refer to their colleagues, NP, MD or specialist to determine appropriate interventions.

The CHN is responsible for proactively monitoring Primary Care clients to ensure they receive required preventative screening (colorectal screening, mammography, cervical cancer screening, diabetes screening, etc.) and that efficient chronic disease management occurs (booking in for annual appointments, adequate follow up and surveillance, physical assessments, medication reconciliation as required, etc.).

The CHN model allows for an expanded scope of practice, providing the CHNs with the ability to work autonomously (as well as within the team environment), and allows the patient to receive the right care, by the right person, at the right time. CHNs will also see sick patients in



clinic by following clinical practice guidelines. The scope includes the ability to run programs such as STI program, Well Child, Well Adult, chronic disease program, and prenatal/post-natal program.

Services may be provided within the Primary Care Clinic, via Tele-health/telemerge, by telephone, or in a patient's home (e.g., elderly population) and are intended to promote wellness, decrease suffering, and prevent injury. Services may be provided through independent practice or as part of an interdisciplinary integrated care team.

The legacies of colonization and residential schools have impacted indigenous health outcomes and the way health and social services are delivered and accessed. The incumbent is required to always honor and promote a culturally safe environment. Practicing from a trauma informed care perspective is expected and the position requires that interaction with patients 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 patients, families, community members, and other members of the health care team. The incumbent is required to be motivated and innovative in continuing education and practice, such as engaging in self-reflection, to encourage the professional growth of self and others.

The CHN-Primary Care may be required to work additional and flexible hours including days, evenings, and Saturdays for part or all of a 7.5-hour shift.

## **RESPONSIBILITIES**

**1. Provides comprehensive community health care services (including but not limited to Infant and Child Health, Adolescent Health, Adult and Elder Care, Maternal Health, school health programs, chronic disease prevention and management, immunization programs, communicable disease surveillance and treatment of acute illnesses) in accordance with the NWT Community Health Core Service Standards and Protocols, in order to: protect, prevent and reduce the incidence of communicable disease; promote a healthy life style and wellness; and decrease suffering to all community members.**

- Delivers a wide variety of community health services (both established and those requiring development by the incumbent to fit community needs) in accordance with the NWT Clinical Practice Guidelines for Community Care Nursing and the NWT Community Health Nursing Program Standards and Protocols.
- Monitors and delivers care to people returning from medical treatment from other communities (e.g., post-surgical).
- Evaluates health services on a continuing basis and modifies programs for appropriateness based on community needs while maintaining core services.



- Acts as a resource for other Integrated Care Team members.
  - Assesses, requisitions, and analyzes selected diagnostics tests and therapeutics based on assessment findings within scope and role, in accordance with established standards of nursing practice.
  - Selects and dispenses therapies based on the identified clinical resources (e.g., Clinical Practice Guidelines, formulary, Bugs and Drugs).
- 2. Leads Case Management and Service Coordination by collaborating proactively with all integrated interdisciplinary team members, using a patient-centered approach to facilitate and maximize healthcare outcomes. Advocates for the patient/family at the service-delivery level and at the policy-making level to foster patient/family centered decision making.**
- Coordinates interdisciplinary patient care for high risk or complex patients.
  - Utilizes best practice models to identify, incorporate or develop strategies for panel management. Collaborates with other teams to share and establish best practice for the primary care clinic.
  - Utilizes “practice search” capabilities within the electronic medical record (EMR) to proactively seek clients due or over-due for preventative health screening in accordance with the NWT Clinical Practice Guidelines.
  - Manages individuals’ acute and chronic care needs as well as health maintenance.
  - Identifies physical, emotional, psychosocial, sexual, and spiritual needs of individuals and provides supportive care interventions and referrals in a collaborative interdisciplinary approach to care.
  - Assists in organizing and coordinating appointments, services and referrals as required.
- 3. Provides direct nursing care to patients in conjunction with members of the Integrated Care Team (ICT) utilizing a problem-solving approach, in accordance with the NWT Community Health Core Service Standards Protocols and following clinical practice guidelines to facilitate the quality care of patients.**
- Assesses, plans, implements, documents, and evaluates care to ensure a coordinated holistic approach which best meets the needs of the individual.
  - Appropriately consults or refers to colleagues/NPs/MDs/specialists to collaboratively determine treatment, interventions, and care plans for patients.
  - Identifies persons requiring urgent care and/or transfer to a higher level of care, and in cooperation with other ICT members arrange transfer to the appropriate care setting.
  - Is familiar with the NWT CHN guidelines, Formulary, NWT screening guidelines, specialist referral guidelines and resources.
  - Maintains patient and administrative records following professional and legal guidelines in a confidential, concise, and accurate manner.
  - Acquires laboratory specimens from patients if needed e.g., blood, urine, culture specimens.



- Packages and transports biological samples and pharmaceutical materials.
  - Assists individuals to achieve their optimum level of health and wellness throughout the lifespan and continuum of health and disease by providing health promotion and disease prevention, screening diagnostics, and palliative care.
  - Applies and promotes principles of equity including providing care in a culturally safe manner, to ensure individuals receive unbiased treatment and a share of health services and resources proportionate to their needs.
  - Acts in a manner consistent with their professional code of ethics, responsibilities, and standards of practice, from a Registered Nurse, and Community Health Nurse.
- 4. Facilitates, implements, and modifies patient and family education/teaching based on the needs of the patient in conjunction with members of the ICT.**
- Uses a holistic approach, honoring indigenous knowledge, wisdom, and diversity, to promote patient centered learning to individuals and their families to promote wellness, decrease suffering and prevent injury (e.g., self-care, health promotion, etc.).
  - Assesses the individual for physical and psychological needs, their knowledge of their health, disease process and learning needs.
  - Develops, revises, and evaluates on an ongoing basis, educational resources necessary to support patients.
- 5. Advocates for practice environments that have the organization and resource allocations necessary for safe, competent, and ethical nursing care.**
- Provides coaching and leadership to peers, students, and other members of the health care team to develop skill levels necessary to promote wellness, decrease suffering and prevent injury.
  - Collaborates with nurses, peers and other members of the health and social services care team to advocate for health care environments that are conducive to ethical practice, cultural safety, and to the health and well-being and experiences of patients and staff.
  - Participates in research (e.g., flu watch), special projects (e.g., new immunization programs), and interagency meetings to plan, implement, and evaluate joint projects related to the community's health status.
  - Advocates for the dignity and respect of patients.
  - Promotes the autonomy and rights of patients and help them to express their health and health care needs and values to obtain appropriate information and services.
  - Safeguards the trust of patients that information learned in the context of a professional relationship is shared outside the health care team only with the individual's permission or as legally required.
  - Reports to supervisor any breach in standards of care.
  - Advocates for the patient/family at the service-delivery level and at the policy-making level to foster the patient/family decision-making, independence and growth and development.





- Supports activities of the above responsibility.
- 6. Assists the Nurse in Charge and/or Senior Management/ and members of the ICT as requested.**
- Follows-up on patient concerns, provide timelines and information feedback to NIC and/or Senior Management to be able to handle the patient concern.
  - Acquires more information on a particular incident, reports the findings to the NIC and/or Senior Management.
  - Participates in and represents the NTHSSA on regional and territorial committees, as requested.
- 7. The CHN, Primary Care is expected to facilitate, support, and promote a culture of teamwork.**
- Receives and share information, opinions, concerns, and feedback in a supportive manner.
  - Works collaboratively to build rapport and create supportive relationships with team members both within primary care and across the organization.
  - Develops a supportive rapport with individuals and their families to facilitate collaborative relationships with other integrated team members.
  - Makes frequent decisions about the most appropriate, effective, and efficient mode of communication among interdisciplinary team members in accordance with identified policies and procedures.
  - Coordinates and participates in formal and informal case conferences to share appropriate information concerning individual concerns or progress and to utilize the team's skills and resources in the most efficient and effective manner.
  - Contributes to a positive, strengths-based team environment, and support team colleagues.
  - Collaborates proactively with all integrated and interdisciplinary team members utilizing a patient centered approach to facilitate and maximize healthcare outcomes.
  - Communicates effectively with members of the health care team to provide continuity of care and promote collaborative efforts directed toward quality patient care.
  - Is prepared to work in other settings based on operational needs.
- 8. Workplace Health and Safety: Employees of the Authority are committed to creating and maintaining a safe and respectful workplace for employees and patients/clients. Building a safe and respectful workplace is everyone's responsibility.**
- All employees and contractors have a professional and personal responsibility to perform their duties to health and safety regulations, standards, practices, and procedures.
  - All stakeholders (management, staff, UNW, and Worker's Safety and Compensation Commission (WSCC)) need to ensure our Workplace Health and Safety Committee works



effectively, with a shared purpose of continuous quality improvement in health and safety.

- All Managers play an active role in workplace health and safety through their daily management: identifying prevention opportunities, ensuring staff are trained in RL6 or other incident reporting systems, investigating potential risk and accidents, and applying timely corrective measures.
- Manages incident reports for all program areas, including timely review and response to incident reports and required feedback.

## **WORKING CONDITIONS**

### **Physical Demands**

From time to time (1 - 2 times per week at 10 minutes per incident) the incumbent will be required to lift, carry, or support patients during the provision of patient care. This includes incapacitated patients within the Regional Primary Care site and emergency patients who initially present to the primary care clinic and require transfer to an acute care service.

### **Environmental Conditions**

For entire shifts (7.5 hours a day, 5 days per week) the incumbent will have moderate levels of exposure to communicable diseases (e.g., TB), blood (e.g. during the processing of body fluids for transportation to the Laboratory), body fluid, and hazardous materials (e.g. sharps, cleaning solutions, cytotoxic medications).

### **Sensory Demands**

The incumbent will be required to use the combined senses of touch, sight, smell and hearing during assessment and observation of patients, approximately 70% of day.

### **Mental Demands**

From time to time the CHN, Primary Care may be required to provide nursing services to abusive patients, individuals under the influence of drugs or alcohol and RCMP escorts and may experience concern for safety and well-being.

## **KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge of and an ability to apply and assess the nursing process (assessment, planning, implementation, and evaluation) and current nursing practice (including public health) to ensure that the patients' diverse physical, emotional, psychosocial, cultural, spiritual, and educational needs are met.
- Knowledge of biological, physical, and behavioral sciences in order to recognize, interpret and prioritize findings and determine and implement a plan of action based on accepted standards of practice.



- Knowledge of, and an ability to apply, sanctioned transferable medical functions (assessment and selection of treatment based on assessment) as outlined in the Nursing Administration Manual's standards, policies, and guidelines.
- Knowledge of, and an ability to perform, basic laboratory functions such as, but not limited to pregnancy tests, various swab specimens, the preparation of specimens for culture and sensitivity, ECGs.
- Knowledge of, and ability to operate, Microsoft Office applications (i.e., Word, PowerPoint, and Outlook) in order to complete training materials and presentations, electronic mail to send and receive mail, and internet in order to conduct on-line research.
- Knowledge of, and an ability to network with, resources within and outside the NTHSSA (e.g., Social Services, Public Health, medevac teams etc.) in order to ensure support of patients and their families.
- Knowledge regarding the importance of confidentiality and ability to keep personal and medical information confidential.
- Knowledge of best practices in primary health care and public/community health.
- Knowledge of, and ability to use, the electronic medical record (EMR) system.
- Ability to operate and/or use standard medical equipment (such as but not limited to - ECG, peripheral IV pumps and lines, stretchers, thermometers, sphygmomanometer, blood glucose monitors, sharps, pulse oximeter, etc.).
- Ability to provide emergency care and treatment in response to a medical emergency.
- Ability to educate patients and their families on self-care methods and techniques.
- Ability to understand and recognize the cultural, social, and political realities in the NWT.
- Ability to recognize the impacts of colonization and residential schools on Indigenous health outcomes and the way health and social services are delivered.
- Ability and willingness to engage in self-reflection to learn about personal biases and assumptions.
- Ability to coordinate a wide variety of activities and objectives.
- Ability to facilitate creative problem solving using a situational approach incorporating conceptual, analytical, interpretive, evaluative, intuitive, and constructive thinking skills.
- 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:**

The successful completion of a Nursing Degree, and two (2) years of recent nursing experience in an acute care setting or as a Community Health Nurse.

Equivalent combinations of education and experience will be considered.





### **ADDITIONAL REQUIREMENTS**

Proof of immunization in keeping with current public health practices. Must be registered with RNANTNU and be in good standing.

Within the Yellowknife Region, all RNs must be able to acquire, within a reasonable time frame and remain current in, mandatory certifications specific to the role and working environment as outlined in their orientation. This includes, but is not limited to:

- Completion of the Aurora College CHN modules Certification in Health Care Provider CPR
- Education Program for Immunization Competency (EPIC)
- Point of Care Testing certifications
- Nonviolent Crisis Intervention
- Suicide Risk Assessment training
- Training as required to meet Accreditation Canada standards.

#### **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