



IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Territorial Manager, Patient Movement	
Position Number	Community	Division/Region
48-3649	Yellowknife	Corporate and Support Services

PURPOSE OF THE POSITION

The Territorial Manager, Patient Movement is responsible for the delivery of medical travel services in the Northwest Territories. The Northwest Territories Health and Social Services Authority (NTHSSA) Medical Travel service administers all medical travel services for the NTHSSA, Tłı̨chǫ Community Services Agency (TCSA) and the Hay River Health and Social Services Authority (HRHSA). It also provides a range of Medical Travel services to the residents from the Kitikmeot Region in Nunavut.

SCOPE

The 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 includes 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 Tłı̨chǫ Community Services Agency (TCSA) will operate under a separate board and Hay River Health and Social Services Authority (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, the Territorial Manager, Patient Movement (Manager) reports to the Executive Director, Corporate and Support Services, and is responsible for overseeing the operations, human resources, and finances of the NWT's medical travel services.

The Manager is responsible for ensuring that the administration of Medical Travel services align with all Government of the Northwest Territories (GNWT) policies and benefit programs, Non-Insured Health Benefit services (Federal) and other Provincial Government requirements (e.g., Alberta and Nunavut). In directing Medical Travel and the relationships with Nunavut and Alberta Health Services (AHS) the Manager is directly responsible for ensuring all patients in the NWT have timely and cost effective access to all necessary and approved health services.

The Manager is accountable and responsible for the efficient operation of Medical Travel office receiving and processing over 14,000 travel events per year for patients and escorts traveling from all communities in the NWT and the Kitikmeot Region of Nunavut and ensures all ground transportation and accommodation arrangements are made prior to their arrival. The medical travel service coordinates any travel required beyond their home community and arranges for the traveler(s) return to their home community. The medical travel service initiates, coordinates and processes all medical travel and related documents for non-urgent (scheduled) medical travel for the residents of the NWT. The non-urgent (scheduled) medical travel services are available after regular business hours with medical travel staff available on-call to meet patient needs. The incumbent is responsible for directing the operations of all medical travel offices in the NWT, which include Yellowknife, Inuvik, Fort Smith and Hay River. They are also accountable to provide Medical Travel services leadership to medical travel staff in TCSA and Dehcho Region as well as supporting and ensuring the community clerks follow the Medical Travel services processes in all regions and authorities.

The Manager supports the management and administration of the NWT's Air Ambulance contract which provides urgent/emergent Air Ambulance services, and coordinates and establishes practitioner to practitioner support throughout the NWT. The NWT's Air Ambulance contract is one of the largest and most complex GNWT service contracts. The NWT Air Ambulance service contract is approximately \$20M per year for the provision of all air ambulance aircraft, flight personnel, medical staff, air ambulance bases and medical equipment required to provide ambulance services 24 hours per day, 7 days per week.

The Manager implements, monitors and evaluates an operational budget of greater than \$44 million, of which a portion is core funded from the Department of Health and Social Services (DHSS). The Manager is accountable for the collection of the balance of the revenue which must be collected from seven other sources, such as the Non-Insured Health Benefit program, Employers, third party payers, or the Government of Nunavut.

The range of Patient Movement services being managed by the incumbent are unique to Canada. Any program and service changes, plans or analysis will require the Manager to have a high degree of system understanding with often limited to no known information, precedence or theory to guide decision making. Consequently, the Manager must build and maintain a diverse network of expert relationships internally and nationally.

Positions directly reporting to the Territorial Manager, Patient Movement include Supervisor, Medical Travel (Inuvik), Senior Analyst, Medical Travel, Senior Medical Travel Officer and Medical Travel Officer positions. Indirect reports through the Supervisor positions include Medical Travel Analyst and Medical Travel Officer positions.

Also the Manager is indirectly accountable for the medical travel related duties of Medical Travel Officer positions within TCSA, NTHSSA - Dehcho region, and NTHSSA - Yellowknife region (Fort Resolution). In addition, the Manager is indirectly responsible to ensure knowledge and correct process for all NTHSSA, HRHSSA and TCSA clerks and administrative staff who process medical travel requests.

RESPONSIBILITIES

1. Directs, plans, leads and administers the effective operation of the NWT-wide Medical Travel Services.

- Directs, manages and leads medical travel staff and/or services in Yellowknife, Inuvik, Fort Smith, Hay River, Fort Simpson, Behchoko, and Fort Resolution in accordance with the various GNWT policies and benefit programs.
- Directs, coordinates and/or guides all medical travel officers, health centre staff, health professionals, medical clinic staff, Alberta Health Services (AHS) staff and all contractors on the interpretation of NWT medical travel benefit entitlements for all patients and escorts traveling to access necessary and approved health services.
- Works with the DHSS in the interpretation and operationalization of existing GNWT policies and benefit programs.
- Works with the DHSS in the development of new policies or benefit programs to ensure rapid and efficient operational implementation and administration.
- Ensures staff understand and can explain medical travel benefits according to the GNWT Medical Travel Policy and related policies, directives and Acts to patients, family members and other interested parties. The different programs include but are not limited to:
 - Non-Insured Health Benefits (NIHB) for First Nation and Inuit clients.
 - Metis Health Benefits (MHB) for registered Metis clients.
 - Extended Health Benefits (EHB) for seniors and chronic disease clients.
 - Indigent Health Benefits (IHB) for income support clients.
 - Out of Territory (OOT) clients who require emergency medical evacuations.
 - GNWT employees who require emergency medical evacuations.
 - GNWT employees medical travel review (i.e., vetting of GNWT employees against NWT Medical Travel policy eligibility and escort criteria).
- Develops, implements, and evaluates internal NTHSSA medical travel related policies, procedures and processes to ensure alignment and correct administration of GNWT policies and benefit programs.
 - Directs and/or leads the development and application of standardized processes and guidelines to enable effective monitoring and delivery of services.
 - Accountable to ensure new and continuing improved internal policies and procedures to ensure efficient running of medical travel services and programs.

- Works with the AHS Northern Health Services Network leadership and AHS RAAPID leadership to ensure alignment of NTHSSA medical travel processes with this jurisdiction's policy, procedures and processes.
- Develops and monitors internal operational policies, procedures, processes and guidelines for staff in Yellowknife, staff in the Health Centers or Regions, staff in the Boarding Homes and contract providers for the handling of the services required for all scheduled and non-emergent transports.
- Develops, manages and monitors the short and long term goals and objectives for the Medical Travel program on an annual and three year basis.
- Directs, manages and prepares action plans providing details for the staff to assist in the achievement of the goals and objectives.
- Ensures the correct use, data quality and day to day management of information systems used to manage, administer and benchmark the Medical Travel program and services.
- Works with the NTHSSA, Director of Informatics and Health Technology and DHSS, Director of Health Services Administration to ensure information systems and data quality meets operational, billing and planning needs.
- Researches and analyzes data and trends to improve or recommend system improvements to medical travel services.
- Provides direction and management of the financial processing of all payments and revenue collection for medical travel services.
- Ensures all required information is available to ensure payment by various benefit programs.
- Manages all contracts for services related to air carriers, ground transportation, boarding homes, medical personnel and after hours service.
 - Leads and manages to reissuing and awarding of contracts in compliance with all GNWT procurement requirements and NTHSSA procurement processes.
- Includes contract management and ensures all service provided meet contract requirements as well as comply with relevant accreditation or national standards.
- Identifies most effective resource options to maintain/enhance current services and/or plan for the delivery of future services.
- Develops, implements, and evaluates a system for continuous quality and process improvements.

2. Supports the effective operation and coordination of the NWT-wide Air Ambulance services.

- Ensures the provision of services meet contract requirements and comply with required accreditation or national standards.
- Develops and maintains independent resource contracts or relationships to ensure required independent evaluation and auditing air ambulance contract performance.
- Provides direction and management of the financial processing of all payments and revenue collection for medical travel services.
- Ensures all required information is available to pay various benefit programs.
- Is accountable for ensuring any agreed invoicing for the use of Med-Response service by other organizations or jurisdictions (e.g., the Government of Nunavut).

3. Directs, manages and develops staff and contracted resources to effectively administer Medical Travel services in the NWT.

- Manages, supervises and supports the training and development of three supervisors.
- Manages and is accountable for the training and development of all other Medical Travel division staff.
- Develops tools, mechanisms to remotely manage and ensure the training and development of Medical Travel staff not located in Yellowknife.
- Develops working relationships with other NTHSSA regional leadership or Health and Social Services Authority leadership to indirectly supervisor Medical Travel staff who do not currently report to NTHSSA Medical Travel.
 - Includes developing working relationships with regional managers to ensure clerks and administrators who process medical travel needs have supervision on the medical travel processes for which the Manager is accountable.
- Develops human resource plans to ensure that all positions within the Medical Travel programs are staffed with the appropriate professional staff.
- Coordinates, directs and monitors the training and mentoring of all new staff with regards to policies, procedures and guidelines for the Medical Travel division's services they are assigned to support.
- Provides leadership, direction and support by reviewing and adjusting workload assignments to all staff in the various offices according to workload, activities, training and orientation.
- Develops and coordinates staff performance evaluations to ensure staff performance meets operational requirements.
- Manages the recruitment, hiring, promotion and discipline of all Medical Travel staff.
- For contracted Medical Travel Officer services, the Manager is accountable to ensure effective contract management processes are in place.
- Provides leadership and support in the development and management of the NTHSSA and DHSS operational and capital budget for all programs and services provided under the Medical Travel program.
- Facilitates an environment of creativity and innovation in the delivery of services across the NWT.

4. Additional Responsibilities:

- Accountable to ensure patient and client privacy is maintained by staff and through all Medical Travel processes and procedures.
- Ensures processes and procedures comply with the NWT *Health Information Act* and any other privacy requirements.
- Leads, recommends, develops, reviews and disseminates Medical Travel communication material.
- Works with NTHSSA Manager of Communications to ensure the development of approved communications strategies and plans.
- Works with NTHSSA executive and/or DHSS as appropriate for the approval of internal staff communication material.
- Works collaboratively with any NTHSSA or DHSS project management staff assigned to support the enhancement of medical travel related or linked services.

- Routinely develops and provides responses to DHSS for media, Minister, Deputy Minister and public questions, concerns or enquiries on Medical Travel administered services.
- Provides professional consultative support, direction and guidance to co-workers, the public and various other government agencies on the interpretation, clarification and communication of Medical Travel policies, procedures, objectives and priorities.
- Develops and provides briefings to NTHSSA Leadership Council, Regional Wellness Councils, CEO, COOs, Executive Directors and other Health and Social Service Authority leadership upon request.
- Responsible to ensure the Occupational Health and Safety and compliance with all Workers' Safety and Compensation Commission (WSCC) regulations of staff and their work environments.
- Develops, assigns staff and/or participates directly on any medical travel service related advisory or quality improvement teams.
- Performs other duties as assigned by Executive Director for the purposes of ensuring the smooth and efficient operations of NTHSSA and Corporate and Support Services.
- Act as Executive Director when requested and required.

WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

No unusual demands.

Sensory Demands

No unusual demands.

Mental Demands

The incumbent is often required to resolve medical travel disputes or disagreements immediately in order to meet patient care needs, and to respond to request for information or direct complaints which have gone to the Minister of Health and Social Services office. Medical Travel clients and family members can become verbally abusive and the incumbent will be required to support staff and diffuse situations. In their desire to support patients, staff within the NWT Health and Social Services system can also demand and apply pressure for rapid and exceptional support to patient medical travel needs.

This position travels up to 25% of their time to several remote Northern Communities.

This position experiences lack of control over high stress situations, complaints and the need to rapidly analyze, respond and diffuse conflict situations.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of Non-Insured Health Benefits, GNWT Medical Travel Policy, GNWT Extended Health Benefits, GNWT Metis Health Benefits and other policies, benefits and acts which apply to ensuring access to Canadian Health Services.
- Knowledge of medical terminology and air transportation terminology.
- Financial management, understanding and knowledge of budgeting processes, financial systems, health benefit programs and various payment procedures.
- Knowledge of and/or the ability to acquire knowledge of the Health and Social Services system in the Canadian North or equivalent environment.
- Resource management skills to determine, leverage and deploy the resources required for delivery of services. Ability to communicate operational services to the public as well as internal and external stakeholders.
- Knowledge of change management techniques and tools.
- Interpersonal, negotiation, collaboration and communication skills to build effective teams and develop relationships.
- Leadership and expertise in risk and issues management.
- Knowledge of the transportation industry, particularly in northern air travel.
- Ability to acquire skills and the application of relevant GNWT Human Resource Processes or equivalent government processes.
- Human relations and motivational skills to deal with day-to-day staff issues as well as the interests of stakeholders within and outside the NTHSSA.
- Ability to build capacity in others and develop relationships within the NTHSSA and government.
- Strategic thinking and problem solving skills.
- Ability to work under pressure with compressed deadlines and multiple deliverables.

Typically, the above qualifications would be attained by:

- A bachelor's degree in science, engineering, administration and/or management fields with five (5) years of progressive experience in a Canadian healthcare organization.
 - Included in the five years' experience is a minimum of three (3) years healthcare supervisory level experience or two (2) years of healthcare management level experience.
 - Supervisory experience to include patient movement, medical travel, and/or emergency logistics coordination, in the Canadian healthcare environment preferred.
- Other combinations of post-secondary education, health education, health management experience, and GNWT / Northern experience will be considered.
 - Combinations of experience and education of 9 years or greater will be required based on the types of equivalent experience or education.

ADDITIONAL REQUIREMENTS

Clinical education and experience in the Canadian healthcare environment an asset.

Management or supervisory experience in an isolated or Northern type environment an asset.

Position Security

- 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