



IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Supervisor, Patient Registration Services	
Position Number	Community	Division/Region
48-4112	Yellowknife	Operations and Allied Health / Stanton Territorial Hospital

PURPOSE OF THE POSITION

The Supervisor, Patient Registration Services is responsible for providing leadership and oversight to Stanton Territorial Hospital's patient access services, including registration and hospital reception to ensure patients and visitors are directed to the appropriate hospital departments, and are registered for health care services.

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-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 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.

Located in Yellowknife at Stanton Territorial Hospital (STH), the Supervisor, Patient Registration Services (Supervisor) reports to the Territorial Manager, Health Records, and is responsible for the coordination and supervision of STH's registration and reception services. This position has detailed knowledge of registration services, as well as an understanding of how registration services impact the flow of work throughout the hospital departments. The Supervisor is responsible for developing best practices, processes and procedures, monitoring the accuracy of registration and scheduling data entered by the Registration Clerks for receiving and directing patients and visitors, operating the switchboard and the public address system, registering patients, processing patient pre-admissions, admissions, discharges and transfers. The incumbent is also responsible for managing the overall training and coordination of work in the Registration unit.

The Supervisor is an integral position for STH by auditing, identifying, investigating, and providing quality control of the Enterprise Master Patient Index (EMPI) database. This position takes the lead in providing instruction and developing procedures for STH's Registration department with respect to data integrity, patient identity and resolution, identity change management and collection of patient demographic data. The incumbent must understand the flow of data from collection and initiation of data in all source systems within STH.

This position is responsible for overseeing the collection of payment for non-insured services and patient self-pay charges through monitoring the daily hospital census reports for out-of-Territory patients to ensure patient health care insurance coverage is adequately captured in accordance with the *Hospital Insurance and Health and Social Services Administration Act*. The incumbent is responsible for coordinating staff to obtain patient or patient's guardian signatures on financial forms for out-of-Territory patients, and third-party billings, including Workers' Safety and Compensation Commission (WSCC). Additionally, the STH Patient Registration Services unit provides information to support 3rd party health care billing. These 3rd party billing activities amount to \$8.2 million annually for the organization.

In addition, this position is responsible for developing and implementing the Registration staff work schedule as per the requirements of the employer and the Collective Agreement. The Patient Registration Services area operates 7 days a week, 365 days per year and is open from 07:00 until midnight, 00:00.

RESPONSIBILITIES

- 1. Provides leadership and day-to-day operational direction to the Patient Registration Services unit for the efficient, effective registration, switchboard and reception services at STH.**
 - Oversees the day-to-day operations of STH's reception and patient registrations services.
 - Organizes workflow and ensures that employees understand their duties and delegated Registration posts and tasks.
 - Develops and implements the Patient Registration Services monthly work schedule to ensure all posts are covered during the hours of operation are in adherence to the GNWT and the Collective Agreement.

- Monitors daily performance including team member coaching to ensure consistent demonstration of exceptional customer service.
- Responsible for team education and resolution of issues relating to the patient registration processes.
- Develops and implements patient registration and admitting reference guides and policies in accordance with established NTHSSA's policies, standard operating procedures and directives.
- Monitors patient flow and looks for improved efficiencies to ensure patients are registered in a timely, efficient and effective manner.
- Addresses patient and customer complaints and resolves any issues in relation to registration services.

2. Acts as the data quality manager for STH's EMPI to ensure patient demographical and health care information is accurate and complete for registration services.

- Proactively runs reports to monitor incomplete or incorrect STH registration entries.
- Identifies potential duplicate records and correct errors.
- Acts as the STH liaison with the Department of Health and Social Services' Data Integrity Coordinator to ensure the integrity of the data that is collected at STH is controlled.
- Enters new physicians and practitioners into STH's EMPI.
- Updates the EMPI system with information from patient's Service Reports when patient is discharged from STH.
- Oversees updated admission information from the daily hospital census.
- Oversees all updates to patient service reports.
- Oversees and coordinates Registration staff members to obtain signatures on financial payment forms for all out of Northwest Territories patients who present to STH for services, in accordance with the *Hospital Insurance and Health and Social Services Administration Act*.
- Liaises with the NTHSSA's finance department to ensure patient's financial billing reports and information is correct.
- Conducts audits of patient's financial billing information to ensure all patient demographic and health care card information is accurate in the EMPI.
- Creates and updates EMPI procedures and guidelines to ensure Registration staff accurately captures patient demographic information.
- Provides advice and assistance to STH's units on the use of the EMPI.
- Trouble-shoots EMPI issues and errors Registration staff encounter to ensure patient's demographics and services are accurately captured.

3. Responsible for ensuring Stanton Territorial Hospital is compliant with the duties of the NWT *Vital Statistics Act* Sub-registrar for delivering the statements of births to the Registrar General.

- Collects all birth registration statements in respect to all births at STH.
- Examines the birth registrations, notices and statutory declarations to ensure all information, including the paternity of the child is accurate and registration forms are completed correctly.

- Validate and reconcile baby and mother's information in the EMPI to ensure the patient's charts are linked.
- Exports monthly birth report from EMPI.
- Accurately files birth information in a timely manner as required by the *NWT Vital Statistics Act* to the NWT Vital Statistics Registrar General.
- Provides original registrations to the Registrar General for processing.
- Assists the public with applications for services of the Office of Vital Statistics.

4. Provides leadership and supervision to the Patient Registration Services unit to develop a culture of accountability and ensure staff are supported in meeting operational requirements.

- Participates in the recruitment and hiring of new staff.
- Oversees new staff orientation and training.
- Initiates corrective or disciplinary action as appropriate.
- Ensures staff complete facility certifications annually.
- Completes ePerformance including establishing annual goals, interim feedback on performance and goals and annual completion of appraisals for all direct reports.
- Provides coaching and mentorship to staff.
- Models a respectful work environment that ensures effective, efficient and quality service is provided to patients.
- Maintains an effective organization structure that reflects STH's service needs and prescribes the authority and responsibilities of the staff as they relate to the accomplishment of specific objectives identified in organizational and individual work plans.
- Monitors and manages the procurement of Registration equipment and supplies.
- Participates in committees, task teams, and improvement projects as required.

WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

The Supervisor works in a hospital environment, and is exposed to infectious diseases and bodily fluids as a result of patient interactions. The Registration area may also be noisy.

Sensory Demands

No unusual demands.

Mental Demands

The incumbent experiences daily encounters with aggressive, demanding and difficult patients, and is required to manage patient registration complaints, and follow up with investigations related to registration issues.

There is substantial pressure on the incumbent to monitor and control patient flow to ensure patients arrive at their appointments on time. Within the healthcare setting there can be significant lack of control over the work pace, with frequent interruptions.

The incumbent is exposed to emotionally and psychologically poignant patient health information while completing their duties.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of the information systems and technologies that capture patient health data information, and understanding how the information correlates to each other.
- Ability to think logically, to analyze problems and identify logical solutions to them.
- Ability to make sense of a plethora of information by noticing and capturing everything that is of relevance.
- Ability to guide and inform; skilled at coaching, teaching, advising, and helping others in developing their skills and abilities.
- Skilled at building harmonious relationships and trustful connections with others.
- Ability to work in a computerized environment with Microsoft Office applications, Windows, Outlook and Word.
- Ability to manage data quality to ensure patient demographical and health care information is accurate and complete for registration services.
- Ability to organize workflow and ensure that employees understand their duties and delegated Registration posts and tasks.
- Ability to use databases.
- Ability to interpret legislation and policies to ensure compliance when reporting results.
- Ability to provide patient focused customer service.
- Communication, interpersonal and organization skills.
- Ability to communicate with patients and visitors who will have varying degrees of English language skills.
- Ability to develop and maintain interpersonal relationships with all levels of staff.
- Ability to self-direct and to work independently, exercising sound judgment with minimal supervision.

Typically, the above qualifications would be attained by:

Completion of Grade 12, and the successful completion of a Medical Terminology course, and, three (3) years of experience in a medical or health care setting, and at least one (1) year in a supervisory capacity.

ADDITIONAL REQUIREMENTS

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

Commission of Oaths must be obtained once employment is confirmed for the purpose of Statutory Declarations for registering Live Births and witnessing and signing Hospital staff declarations.

Stanton Territorial Hospital has a number of certifications that are required upon hire, depending on the area where the employee works, including but not limited to: Indigenous Cultural Awareness, Biohazardous Waste, Biosafety & Biosecurity, Infection Control, Workplace Hazardous Materials Information System (WHMIS) and others directly related to the incumbent's scope of practice.

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