



## IDENTIFICATION

Department		Position Title	
Northwest Territories Health and Social Services Authority		Manager, Health Information Systems	
Position Number	Community	Division/Region	
48-5414	Inuvik	Patient Care Services / Beaufort Delta	

## PURPOSE OF THE POSITION

The Manager, Health Information Systems provides program and technical leadership and direction to staff that provide health information services within the Beaufort-Delta Region of the Northwest Territories Health and Social Services Authority to support patient care through optimizing information flow through patient registration, chart management, and transcription, ensuring patient records are robustly completed, analyzed, coded and abstracted. This position oversees and provides direction on the provision of patient health information to meet national, territorial and regional requirements in compliance with related legislation and regulations, e.g. Hospital Insurance and *Health and Social Services Administration Act*, Hospital and Health Care Facility Standards Regulations, *Health Information Act*, and *Access to Information and Protection of Privacy Act*, and in accordance with established standards such as those provided by the Canadian Institute for Health Information (CIHI), and the Canadian Medical Protective Association (CMPA).

## 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 Tłı̄chǫ 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 (HSS) 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 HSS staff.

Located in Inuvik at the Inuvik Regional Hospital (IRH), the Manager, Health Information Systems (Manager) reports to the Director, Patient Care Services, and is the Beaufort Delta Region's primary resource for health information collection and analysis. The Manager is an



allied health position within Inuvik, liaising frequently with North Area Medical Director, Physicians, Managers, Clinicians and Senior Managers throughout the NTHSSA, and the Department of Health and Social Services (DHSS). The incumbent liaises with Canadian Institute of Health Information (CIHI) and attends meetings on the National Clinical Administration Database Steering Committee.

The Manager is responsible for the operational leadership and management of regional Health Records, direct management of Health Records Clerk and Health Information Specialist positions and Transcription services, and indirect supervision of registration staff at IRH and Health Centers. This involves assessing and monitoring staff-provided operations and services to ensure that accurate, timely patient information is available to practitioners, supporting improved quality and efficiency in service delivery and meeting client needs. The Manager is also responsible for overseeing that the integrity of patient health information is maintained in the Master Patient Index system, both on and offsite within Inuvik.

The Manager oversees the collection, coding and classification of the Region's patient health information that is captured, analyzed and interpreted through specialized software and submitted to the CIHI. This is a crucial function of the position, as the Region's data is collected to provide comparable and actionable information that supports and accelerates improvements in health care, health system performance, and population health across the NWT and Canada. The quality of the data collected and submitted to CIHI has direct influence on management decisions and health economics, therefore impacting the direction of NTHSSA programs and services. The Manager applies data analytics when requests for ad hoc reports are required to draw valuable insights and information and provides leadership to ensure that data collection and data quality is standardized and meets the CIHI requirements across the region. As well, the Manager optimizes revenue for 3rd party billings which includes other territories and provinces, private insurers, and international patients who receive services at Inuvik by designing, implementing and monitoring processes to enable efficient billing.

The Manager is responsible for the custodianship of centrally managed inpatient, emergency room, day surgery, and extended care patient health information. In this role, the Manager oversees Patient Registration and Transcription at IRH to ensure Health Records services meet the needs of the public, the NTHSSA, and a variety of external organizations. These services include responding to requests for patient information; gathering, assessing, evaluating, protecting, and safeguarding patient information; and ensuring the effective delivery of patient registration and reception services for all patients, families, and visitors to the hospital.

The incumbent may be required to exercise influence on Physicians to complete their patient's health records and electronically sign off dictation/transcription records. Physician's work correlates to Health Records ability to meet IRH's CIHI submission deadline and release complete and accurate information under the HIA.



The Manager works collaboratively with the IRH Management Team, NTHSSA territorial and regional managers, and the DHSS' Population Health and Corporate Planning Divisions to ensure that client needs are being supported and addressed; and to identify and address program challenges and opportunities for improvement, establish program objectives for the units as a whole, and report on and contribute to the evaluation of the effectiveness and efficiency of the service delivery. The Manager collaborates with the NTHSSA Director, Informatics and Health Technology (IHT) to identify, plan and implement changes to health records data and information systems to ensure an integrated approach to records management occurs within the Region.

At IRH, the Manager of Health Information Systems is responsible for recruiting, hiring, managing, and providing operational direction to a multi-disciplinary workforce, and through recruitment and retention efforts, ensures adequate staffing for the provision of safe, competent, and consistent health information services to clients from the NWT.

In addition to the NTHSSA, the Government of the Northwest Territories (GNWT) DHSS, CIHI, and Accreditation Canada also rely on services from Health Records for assessing current and future health care services, and population health surveillance. As well, the IRH Health Information Systems Unit provides information to support 3rd party health care billing.

This position ensures that Health Records and Patient Registration services meet required operational practices (ROPs) in order to adhere to CIHI and Accreditation Canada requirements.

This position is required to understand how and why information is created, who should have access to it, how long it should be retained and when it should be eligible for disposition in the delivery of information management services. This involves the development of a wide range of effective Operational Records Classification (ORCS) policies, program and procedural recommendations to middle and senior management, to ensure compliance with established legislation and access to information is available for legal, audit, operational, and administrative purposes. The Manager oversees and monitors the region's implementation of GNWT's Administrative Records Classification System (ARCS) to ensure a standardized, compliant approach.

Information management (IM) is a dynamic and evolving field, and the Manager addresses the challenges raised by the growth of electronic records, email messages and emerging information technologies. This position addresses the regional authority's electronic information management (EIM) needs to ensure records are maintained in a confidential, secure manner, and provides leadership, guidance and assistance on the development and use of established IM policies and procedures, including the establishment of records classification and retention systems. The Manager coaches staff consistent with ARCS/ORCS and related IM courses in the creation, maintenance, retrieval, storage and disposition of information, and



provides expertise for the implementation and use of GNWT standard records management software.

The Manager regularly liaises with other Information Management and Technology colleagues within the GNWT, records personnel of the Department of Health and Social Services (DHSS) and all NTHSSA's Chief Operating Officers (COOs) and represents the regional health and social service authority on key IM issues, initiatives and projects.

The personal and confidential nature of much of the information contained within records, and within the scope of the position, has significant impacts in terms of risk management and quality assurance of client and patient information. The incumbent is required to follow the GNWT Code of Conduct and Oath of Office and Secrecy, *the Health Information Act (HIA)*, and the *Access to Information and Protection of Privacy Act (ATIPP)*.

The Manager provides training, guidance and oversight to the registration and updating of patient records in the Electronic Medical System (EMS) within the seven Health Centres in the Beaufort Delta Region: (Paulatuk, Aklavik, Sachs Harbour, Ulukhaktok, Tuktoyaktuk, Fort McPherson and Tsiigehtchic) and will ensure the development of guidelines and procedure for the archiving of patient records.

The incumbent supports subordinates who are exposed to emotionally and psychologically poignant patient health information while completing their duties.

The incumbent will be required to manage imposed, unexpected and competing demands on a daily basis, while responding and prioritizing accordingly.

## **RESPONSIBILITIES**

### **1. Provide direction, leadership to Regional Health Records functional areas on capturing patient health data for the Canadian Institute of Health Information Institutions identified in the NWT's Discharge Abstract Database.**

- Oversee the collection, coding and abstracting of health information data from IRH in the Discharge Abstract Database (DAD) for inpatient, day surgery and long-term patient discharges.
- Ensure the quality of the patient health data captured in the Regional DAD is consistent and accurate as per the Canadian Institute of Health Information (CIHI) abstracting guidelines. Submits IRH's data to CIHI.
- Oversee that physicians are capturing patient health information in accordance with the Hospital and Health Care Facility Standards Regulations under the *Hospital Insurance and Health and Social Services Administration Act*.
- Liaise with Area Medical Directors, Physicians and QRM to determine what patient health information must be captured in order to provide predictive analytics to



strengthen current health care efforts to assist with lowering health care costs and improve the quality of patient care.

- Liaise with IRH units to understand what data is required to capture the success measurement of specific program outcomes for health care surveillances and follow up procedures.
- Provide leadership in both qualitative and quantitative methodologies of health information data collection to align with CIHI's analytical activities.
- Ensure that patient health data coded and abstracted in the DAD includes coded diagnostic, intervention and patient demographics and adheres to the ICD-10-CA/CCI classification systems.
- Perform quality assurance checks on health information to ensure reliable and accurate data capturing and analysis are being performed.
- Identify trends in coding errors and recommend improvements to work processes.
- Support the integrity of NTHSSA Discharge Abstract Database and Hospital Information System databases by reviewing questionable data or errors identified while performing analysis. Recommend or provide training and coaching to staff to ensure data is entered according to CIHI guidelines.
- Ensure NTHSSA follows national coding standards and adopt new coding methodologies designed to aggregate acute inpatient cases with shared clinical and resource-utilization characteristics.
- Supervise Health Information Management Contracted Services – Coding Consultants and ensure CIHI quarterly submission deadlines.
- Liaise with NTHSSA's Abstracting Software Company to ensure new NWT abstracting codes are entered into the database and the software is maintained.
- Provide leadership in the development of tools to measure and monitor selected clinical and non-clinical activities, in collaboration with Director, IHT, Registration departments, and Clinical areas.
- Provide leadership in monitoring the integrity of patient health information in the Master Patient Index system, in collaboration with the Director, IHT.

## **2. Provide leadership to the provision of patient reception and registration at IRH.**

- Provide indirect supervision to reception and registration personnel to ensure effective and efficient delivery of services to patients, families and stakeholders.
- Provide Health Information Management (HIM) oversight to applicable roles in Diagnostic Imaging, Emergency and Inpatient units to ensure compliance and standardization of NTHSSA HIM processes.
- Ensure and oversee that the integrity of patient health information is maintained in the Master Patient Index system, both on and offsite with in Inuvik.
- Support the development of staff orientation and training.
- Develop and review procedures and guidelines which align with hospital-wide policies.



- Ensure patient birth and death registry information is forwarded to the DHSS' Vital Statistics division in a timely manner.
  - Conceptualize, plan and implement data development projects and related work to meet the statistical needs of NTHSSA.
  - Provide leadership to the interdisciplinary clerks in the Emergency, Acute Care, Long Term Care, Lab, DI and the seven Community Health Centres in the Beaufort Delta Region to ensure effective and efficient collection and registration of patients for services and encounters.
  - Provide leadership in monitoring the integrity of patient health information in the Master Patient index system with our systems EMR, MediPatient in collaboration both at the hospital and the Community Health Centres are maintained and are correct in the Master Patient Index system.
  - Ensure patient birth and death registry information is forwarded to the DHSS' Vital Statistics division in a timely manner. Ensure that all Birth Registration documents are supported with the birth information to Vital Stats so that Birth Certificates can be prepared for newborn.
- 3. Lead and coordinate the provision of IRH's Transcription program to ensure patient health reports are dictated, transcribed and are captured inpatient's medical record.**
- Oversee and manage the provision of transcription services for patient's medical reports dictated by physicians.
  - Direct, monitor, evaluate and make recommendations for continuous quality improvements to the transcription program.
  - Develop procedures and guidelines for the transcription program.
  - Prepare and analyze transcription statistics for the Medical Director and Senior Management.
  - Liaise with the Medical Director and senior management to elevate inconsistencies, discrepancies and inaccuracies in medical reports.
  - Oversee monitoring and reporting of physician dictation deficiencies.
  - Ensure that dictations are completed for all visits and are uploaded on the patient charts in the Master Patient Index system.
  - Add/update new Physicians and new staff to MediPatient and eScripton Transcription Systems.
- 4. Lead, coordinate and manage IRH's Health Records compliance to the *NWT Health Information Act (HIA)* for protecting patient's privacy by governing the collection, use, sharing and storage of their personal health information.**
- Implement measures to protect the security and confidentiality of patient health information, and ensure compliance to the HIA standards, policies and procedures.
  - Identify, develop and monitor procedures for the administration of the *HIA Act*, such as tracking of requests, and statistical reporting.



- Advise Community Health Centre roles such as interdisciplinary clerks and Nurse in Charge (NIC), on the nature and relevance of current or proposed legislation, policy or research being conducted as it relates to the collection, maintenance and protection of health information documentation, example: Release of Information processes and upgrade process to software such as Medipatient.
- Provide information to the general public and interested 3rd party stakeholders both internal and external to NTHSSA regarding the Health Records services under the NWT *HIA* and its Regulations and guidelines, and related policies and acts.
- Conduct research and supervision on the collection of records in support of the NWT health privacy framework.
- Prepare and contribute to the NTHSSA regular reporting on the status of *HIA* requests received by IRH.
- Respond to the NWT Privacy Commissions queries relating to *HIA* request appeals.
- Provide Data Integrity services for MediPatient and EMR – correct, delete errors and merge charts ensuring that there is one patient and one record.
- Recommend revisions, implement policies and standards of health care records with hospital, clinics, and the seven Community Health Centres.
- Ensure that the NIC's and interdisciplinary clerks at the Community Health Centres accurately submit requests for the release of patients' medical records to the Health Information Services unit for processing.

**5. Provide leadership and management to the Health Information Systems (HIS) unit to develop a culture of accountability and ensure staff are supported in meeting operational requirements.**

- Supervise HIS team's ability to reflect IRHs day to day service needs and prescribe the authority and responsibilities of the staff as they relate to the accomplishment of specific objectives identified in organizational and individual work plans.
- Complete E-Performance including establishing annual goals, interim feedback on performance and goals and annual completion of appraisals for all direct reports.
- Provide coaching and mentorship to staff.
- Manage day to day budget for IRHs Health Information Services unit, providing annual recommendations, variance reporting and implementing cost mitigation strategies as required.
- Provide EMR training and education to applicable personnel at the seven Community Health Centres. Assist locum Physicians, Nurses, and Clerks with ongoing education utilizing the Wolf Telus Electronic Medical Record (EMR) and maintain an accurate Electronic Health Record (EHR).



**6. Within the scope of the role undertake other responsibilities that support IRH and regional NTHSSA goals.**

- Coordinate and oversee research requests and chart audits.
- Participate in working groups or committees set up to address issues related to health information, health information systems and health information documentation that oversee patient chart reviews, research projects on clinical outcomes, clinical best practice.
- Conduct departmental audits to determine compliance with Accreditation Standards and determine department wide training requirements and arranging for delivery of appropriate training.

**WORKING CONDITIONS**

**Physical Demands**

No unusual demands.

**Environmental Conditions**

No unusual conditions.

**Sensory Demands**

No unusual demands.

**Mental Demands**

No unusual demands.

**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.
- Knowledge of and/or the ability to acquire and apply knowledge of territorial legislation relevant to managing and releasing patient health information.
- Knowledge of CIHI's methodologies and decision-support tools that assist health care managers, clinicians and other health professionals effectively plan care, understand populations, improve quality and allocate resources.
- Knowledge to interpret CIHI Abstract Discharge Database Open-Year Data Quality Test Specifications.
- Knowledge of the Canadian Institute Health Information Classification of Diseases (ICD) coding and abstracting.
- Knowledge of statistical principles, statistical research and analysis methodologies.
- Knowledge of health determinant and health outcome indicator.



- Knowledge of privacy and confidentiality practices and the ability to adhere to the requirements of maintaining personal privacy and confidentiality.
- Financial management skills and proven practices including budget, variance reporting, contracts, and planning.
- Skilled at enlisting others' support and assistance in influencing others; skilled at building agreement and cooperation and a unified sense of purpose.
- Skilled at creating charts, graphs, illustrations, and other visuals that convey the relationships among data points and communicate ideas and conclusions in visual form.
- Analytical, problem solving and research skills with the ability to adapt and develop methodologies where required.
- Skills and the ability to apply methods and tools to provide meaningful insights for improvement and strategic planning for the purpose of quality, performance and data utilization management.
- Communication (both oral and written) and interpersonal skills in order to liaise with senior managers, external stakeholders, subordinates and contractors.
- Skills using computer software applications particularly excel spreadsheets, databases and information management systems.
- Ability to complete tasks / projects on time through the routine planning of own work and organization of resources.
- Ability to apply statistical procedures and methodologies to available data.
- Ability and engagement to supervise others; skilled at coaching, mentoring, advising, and helping others in developing their skills and abilities.
- Ability to summarize, verify and analyze statistical data and defend conclusions.
- Ability to think critically and analyze situations methodically to make rational decisions.
- Ability to interpret policies and guidelines to ensure compliance when reporting results.
- Ability to exercise tact, respect and diplomacy in dealing with sensitive issues.
- Ability to organize, prioritize and coordinate concurrent projects to meet deadlines.
- 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:**

A degree in Health Information Management, Health Economics, Statistics or Health Services Administration or related field and five (5) years of relevant experience including one (1) year of supervisory or team lead experience.

Equivalent combinations of education and experience will be considered.



## **ADDITIONAL REQUIREMENTS**

### **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:** Indigenous Language - Not Specified

- Required
- Preferred