



IDENTIFICATION

| Department | Position Title | |
|--|--|------------------------------------|
| Northwest Territories Health and Social Services Authority | Territorial Manager, Application Support | |
| Position Number | Community | Division/Region |
| 48-95050 | Yellowknife | Informatics & Health Technology/HQ |

PURPOSE OF THE POSITION

The Territorial Manager, Application support is responsible for managing the application support team consisting of the Supervisor, Territorial eHSS Application Training and Support, Territorial Electronic Medical Record (EMR) Educators, Electronic Health and Social Services (eHSS) applications educator and data integrity coordinators of the EMR and HealthNet Viewer applications. They will provide support, leadership and information technology solutions with respect to clinical information systems and their use and workflows. The role ensures requested data extracts and reports required from clinical information systems are provided in order to support evidence-based care and programming. This position is essential to support the health system in the effective and standard use of the applications through educator training, data integrity practices and relationship management of key areas and stakeholders.

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-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 1,600 health and social services staff.

While the Tłı̄chǫ 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. 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.

The Territorial Manager, Application Support is located in Yellowknife and reports to the Director, Informatics & Health Technology. They are accountable for the implementation, maintenance, availability, and support of eHSS Systems utilized by the NWT Health and Social Services System (NWT HSS System). They are responsible for taking part in the selection and acquisition of any replacement eHSS applications under their scope. They will directly supervise the Supervisor, Territorial eHSS Application Training and Support, eHSS Data Integrity Coordinator and provide oversight over the Territorial EMR staff located in Hay River who are part of the separate authority of HRHSSA.

The incumbent is responsible for leading and overseeing the Territory-wide training, administration, operation, development and enhancement of certain Enterprise eHSS clinical information systems (for example, Territorial EMR) for all users in all locations of the Northwest Territories (NWT) across more than 33 different communities and facilities. System failure or delay has a direct impact on the ability of Health and Social Services staff to carry out their jobs in support of clients.

Electronic Medical Records improve access to patient information at the point of care, support collaboration along the patient care continuum, improve the ability for reporting and quality improvement initiatives and most importantly improve the care and safety of patients.

The Manager is responsible for maintaining the relationship between the application vendor(s) and liaising with various stakeholders in the Health and Social Services system such as Site Leads, Managers and Super Users, Department of Health and Social Services staff, Alberta Health Services staff and individuals associated with various working groups.

The manager provides advice and recommendations in the development of major functional enhancements and participates on projects and project teams to implement new and improved modules for certain Territorial eHSS application(s).

The position plays a key role in facilitating and managing system change management activities and providing advice and support to users on the new business process and application tools. The incumbent contributes to all phases of the system development and maintenance life cycle, including planning, analysis, design, construction, conversion, testing and client support.

Managing Territorial eHSS application(s) is done in accordance with a framework of standards, procedures and guidelines establishes and/or adopted by the Health and Social Services system, by the GNWT, and/or established Federal, Provincial, Territorial (F/P/T) legislation and agreements, federal and regional initiatives, as well as financial restraints, and system capabilities. The Territorial Manager, Application Support will also review the security and



functionality of Territorial eHSS applications to ensure that it follows legislated and best practice requirements.

RESPONSIBILITIES

1. Oversees system operations to ensure system integrity and leads problem resolution including critical incident coordination.

- Accountable for the overall day-to-day management, assignment, and processing of service requests in relation to the eHSS applications.
- Oversees the eHSS Application(s) support line for end user support and tickets for application support in the service desk.
- Oversees the creation and maintenance of supported eHSS Application(s) user accounts and adherence to DHSS Privacy approved Role Based Access Controls.
- Provides management of the application support operations including monitoring, investigating, and resolving issues or problems arising within the supported application(s).
- Works with Data Integrity Coordinators to monitor and resolve any data entry anomalies and ensure data integrity within the Territorial eHSS Application systems.
- Serves as the Territorial relationship manager/liaison with the supported eHSS Application vendors regarding daily operations and support activities.
- Coordinates and liaises with end-users, eHSS application user groups and support team members regarding eHSS Application issues that may have an impact on business operations.
- Manages the relationships with the designated NTHSSA contacts and provides guidance and support to the Territorial eHealth and Social Services. Application Educators and Data Integrity Coordinators to ensure they are providing service to the relevant sites and users.
- Documents and escalates adverse system events to vendor for resolution and provides situation report to Senior Management.
- Oversees the identification of training needs, establishes training objectives/standards, participates in the design and modification of vendor and in-house developed training modules, and provides overall coordination of training activities in conjunction with the Territorial eHealth and Social Services Application Educators.
- Oversees the development and maintenance of pertinent eHSS workflows used in daily operations necessary to ensure system functionality.
- Responsible for overseeing the coordination of activities pertaining to downtime events.
- Responsible for overseeing and performs as necessary, vendor-authorized modifications and maintenance to the EMR.

2. Accountable for the security and control practices, providing management direction to mitigate risks and maintain system integrity.



- Application of privacy, security and confidentiality principles including establishing system design and security control access.
- Oversees the authorization and administration of application Roles Based Access and security in accordance with established policy.
- Monitors and facilitates adherence to patient information privacy and security within operational guidelines.
- Notifies appropriate parties of possible security breaches with established audit and breach response protocols.
- Liaises closely with Chief Health Privacy Officer in relation to privacy, security, and access of the eHSS applications and its users.
- Performs audits of end user accounts in relation to end user access to Territorial eHSS applications and updating of the identified user accounts to aid in the privacy, safety and security of supported Territorial eHSS Applications.
- Oversees the development of the policies and processes for quality assurance and provides relevant information to management in support of increased system-wide efficiency.
- Accountable for the development and maintenance of system documentation and change management activities as required to meet or exceed requirements of accreditation and best practices in electronic information management.
- Collaborates with internal and external stakeholders in the development and implementation of EMR disaster recovery and business continuity plans.
- Oversees the Data Integrity Coordinators to ensure reference data tables for the respective systems are kept up to date.
- Oversees and assists the Data Integrity Coordinators with follows ups on data quality issues with users.
- Oversees creation of management reports on system functionality and integrity.
- Oversees the development and maintenance of a methodology to evaluate eHSS application training and implementation processes.
- Assesses change requests to ensure that recommended solutions provided by the eHSS vendor conform to development standards and the strategic direction of the GNWT.

3. Manages the performance of the eHSS Application Support team.

- Inform staff about governmental, organizational, and divisional priorities which drive the goals and objectives of the team.
- Delegate tasks, provide coaching and review deliverables and results.
- Oversees project and operational tasks, assignments, and tracking progress towards completion.
- Provides day-to-day management of the Data Integrity Coordinators, and Supervisor Application Training and Support.
- Provides troubleshooting and acts as a go-to resource for subordinate staff, as necessary.



- Develops overall work plan for the section and individual work plans for each employee.
 - Accountable for the completion of annual performance reviews for staff and the documentation of goals, learning plans, career development goals and any performance related improvements, concerns or commendations.
 - Approves leave for staff, according to operational requirements.
 - Documents any chronic or serious disciplinary issues and escalates to Director, Informatics & Health Technology, as necessary.
- 4. Initiates and develops collaborative, consultative and effective working relationships with a wide variety of stakeholders to ensure an integrated and coordinated approach is taken in the development and implementation of clinical information system projects, initiatives and upgrades.**
- Provides leadership to internal and external stakeholders to ensure the consistent and effective implementation and upgrade of supported eHSS applications, modules, or technology.
 - Manages supported application functionality, including ensuring advice and assistance is provided to new and existing users.
 - Provides advice and support to clinical management in collaborative problem solving.
 - Accountable for the development of training programs and materials to be delivered to end-users.
 - Provides expert technical advice and consultation to stakeholders on the benefits and limitations of supported applications functionality, system capabilities and enhancement requests.
 - Manages the relationship with the vendors to ensure contract requirements are delivered, potential improvement opportunities are identified, and the interests of the health system are represented.
 - Accountable for liaising with vendor(s) on all eHSS application(s) related projects including business cases, new module implementation and upgrade/enhancements on new and existing applications.
 - Works with additional implementation resources as required, i.e., system upgrades, new sites, or program area implementations.
- 5. Oversees research and retrieval of information required for data extract requests.**
- Works directly with IHT System Analysts, Information Management, NTHSSA Privacy Team, and Chief Health Privacy Officer (or designate) on the intake, completion, and processing of Data Analysis forms for Data Extract Requests
 - Determine data requested is available in the eHSS application and extractable to meet requestors' identified needs.



- Work in collaboration with NTHSSA Privacy Team and Chief Health Privacy Officer in identification of need and if requestor is 'allowed' access to requested information in relation to position held, requested data requirements, and use that has been identified.
- Ensures Privacy approved Data Request Analysis form is received in completion prior to the extraction and release.

6. Supports the Director of IHT and Division in accomplishing the mandate and goals of the eHSS Application Support team.

- Provides strategic application system policy advice and support to Senior Management in order to maximize the service provided to the NWT Health and Social Services.
- Presents options, briefing notes, recommendations, issues, and results achieved.
- Provides advice in the identification and develop of business process re-engineering initiatives and improvement opportunities by identifying changing business needs, best practices and industry trends and new system enhancement directions.
- Provide recommendations in the development of clinical information systems standards and guidelines to ensure consistency, data integrity and completeness in our systems.
- Represents the NTHSSA on cross-department, government-wide, and external committees and working groups including representing the NTHSSA's perspectives and interests in relation to the applications supported.
- Chairs steering committees on enterprise clinical applications.
- Participates on projects and initiatives.

WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

No unusual demands.

Sensory Demands

No unusual demands.

Mental Demands

The incumbent will be required to work unscheduled overtime or work outside normal business hours as and when required to meet the operational needs of the support eHSS applications and to support scheduled and unscheduled downtimes of the system. A moderate number of non-standard hours of between 1-4 hours in duration per week are expected as a normal condition of this position. Duty travel will be required 1 to 3 times per year.



KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge and understanding of eHealth and Social Service(eHSS) systems, including but not limited to the following key components: user interface for clinical and administrative users, workflow required for both clinical and administrative roles, templates and forms, training materials, privacy, and security functions.
- Awareness and comprehension of relevant policies, directives and procedures governing Health Information and eHSS applications.
- Awareness of medical and coding terminology such as SNOMED CT, LOINC, ICD-9, ICD-10 ICD- 10CA and CCI.
- Knowledge and awareness of the legal, ethical, and professional responsibilities regarding health information privacy and data security.
- Understanding of the complexity and interdependencies of the source systems and the business processes regarding data collection IE: "big picture" of how all the data viewed within eHSS applications is collected and the impact any changes will have locally as well as NWT system wide.
- Knowledge of clinical and administrative workflows in both a primary care, and acute care settings.
- Knowledge of the geographic and demographic characteristics of the NWT to understand the potential challenges.
- Awareness and good understanding of relevant GNWT policies, directives and procedures governing GNWT Health Information and the EMR
- Interpersonal skills, and ability to communicate effectively orally and in writing.
- Professional maturity, possessing the ability to influence decisions of others, resolve conflicts and express views in a productive and diplomatic manner.
- Presentation skills.
- Computer skills and knowledge, including word processing, spreadsheet, databases applications, etc.
- Project coordination functions including facilitation, planning, problem solving, reporting, decision making, time management, and organization skills.
- Problem solving and critical thinking skills and ability to pro-actively identify potential issues and mitigation strategies.
- Ability to identify, establish and maintain professional relationships with key internal and external agencies and stakeholders.
- Ability to work with user community to elicit and define system requirements, lead functional design activities and translate requirements for medical, non-medical and technical teams.
- Team leadership experience and abilities, with managing and promoting collaboration between local and remote teams.
- Ability to manage performance, provide constructive feedback and guidance.



- Ability to strategically plan and implement actions that achieve future goals.
- Ability to guide staff in analyzing and diagnosing problems experienced by users.
- Ability to work independently in all duties to meet scheduled deadlines and manage priorities to address emergent and priority tasks.
- 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 recognized Health Informatics or Technology related degree with a minimum of 5 years of progressive previous experience in a clinical support role/health informatics role including 2 years of supervisory experience.

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