IDENTIFICATION

Department	Position Title	
Health and Social Services	Senior Business and Information Analyst	
Position Number	**Community**	**Division/Region**
49-13903	Yellowknife	Information Services

PURPOSE OF THE POSITION

The Senior Business and Information Analyst performs two core functions for the Northwest Territories (NWT) Health and Social Services (HSS) system, which includes all Health and Social Services Authorities (HSSAs) and the Department of Health and Social Services (DHSS). The first is the development and maintenance of an information management framework which includes policies, procedures, legislation, standards, and guidelines for use throughout HSS. The second function is to apply those to existing, new, and future HSS information needs.

The data will be used to support front line care decisions through to complex reporting and surveillance needs across HSS as well as enabling HSS to meet National reporting and data sharing requirements. Compliance with Federal data sharing and reporting Agreements is required to meet obligations and to ensure continuity of program funding. National effort is also underway to develop national data standards for pan-Canadian data sharing to support client virtual care and care if an NWT client is in another jurisdiction. The incumbent is also responsible for guiding the creation, maintenance, and continual growth of data systems across HSS. The incumbent exercises independence to achieve these results within established timelines.

The Senior Business Information Analyst leads information standard development across HSS. The position will develop and work in collaboration with HSS stakeholders to ensure data standards, data models, and data training materials are developed for existing and future information systems.

SCOPE

Located in Yellowknife and reporting to the Manager, Information Management, the incumbent completes business analysis, and documents complex HSS Management Information needs; develops data standards, implementation and training plans and monitors for adoption and compliance. The incumbent is responsible for providing comprehensive business analysis, research, planning, and process reengineering that will ensure data collected throughout the spectrum of HSS will meet users' needs. Information is used to facilitate front line client care decisions through to surveillance, reporting and decision-making analysis for program and service evaluation.

As the digital HSS landscape becomes more complex, distributed, interoperable and integrated, the risk of inadvertent data errors and negative impacts to client/patient health and safety increases. The Analyst provides in-depth business and data analytical services to ensure all current and future HSS systems collect data using standards for data quality, integrity, confidentiality, and availability.

The incumbent must have a full understanding of the impact of his/her work as it relates to the work of others. As an information management professional, the incumbent will work collaboratively with informatics and care delivery professionals as well as Management to ensure that required data is captured within all appropriate systems. This includes ensuring data requirements pertaining to all service delivery transactions across HSS, captured in dissimilar systems and manual processes, are met in all clinics, hospitals, and care sites and communities, and must be capable of being summarized system-wide as well as Nationally reported and compared.

This position impacts the lives of NWT clients as complex clinical and business decisions will be based on this data. The effective management of HSS is related to the availability of timely and accurate information. This information is used to evaluate, monitor, report and plan HSS programs. In addition, the incumbent as directed would represent the interests of HSS during Federal/Provincial/Territorial (FPT) meetings mandated to establish National data collection and reporting standards. Compliance with federal data capturing and reporting requirements is conducive with continued program funding.

One significant challenge faced by governments is that mainstream organizations, like health and social services, cannot be separated from the legacy of colonialism and anti-Indigenous racism in Canada. In health and social services settings, present day anti-Indigenous racism or systemic racism, impacts access to services, quality of care and health outcomes for Indigenous peoples. This also results in a system that inherently privileges the ideas, needs and norms of the dominant white settler population, including the privileging of western knowledge over Indigenous approaches and ways of knowing.

The HSS system is committed to addressing anti-Indigenous racism and promoting cultural safety and anti-racism. DHSS staff are expected to honour and promote a culturally safe and anti-racist environment at all times and to interact with clients, families, community members, partners and colleagues in a relationship-based approach. This involves being tactful, respectful, self-aware and humble in order to develop and maintain ongoing and trusting relationships.

RESPONSIBILITIES

1. **Develop data management framework of standards, policies, processes and tools to support development adoption and adherence to standards, and appropriate documentation to support and promote best practices for development, maintenance and storage of information.**
   - Collaborate with information stakeholders and recommend appropriate architecture, services, and technology for development of new and existing data repositories.
   - Develop business rules for the collection of data elements to ensure information is available in a standardized, accurate and timely manner.
   - Actively serve as a conduit for feedback (e.g. data quality issues, how the data is extracted, data repository improvements, etc.) from the experience of end users working with the data (e.g. analysts, epidemiologists, etc.) back to those collecting the information.
   - Liaise with third party organizations that receive and provide data from and to the HSS system; ensure that quality, availability and integrity are taken into account when expanding and maintaining data elements collected and stored in data repositories.
   - Provide guidance and assistance drafting and maintaining risk management protocols for compliance monitoring.
   - Provide development assistance for control systems to reduce the chance of error, abuse, or breach of confidentiality.
   - Develop test cases for functional testing of system modifications and programming changes to ensure information safeguards and standards are maintained.
   - Assist and develop data disclosure and approval processes while meeting legislated privacy and confidentiality restrictions as well as GNWT policies and procedures.
   - Guide the development of materials and training that support data integrity across all health systems.
   - Provide advice on complex questions and consult with users as to best approach for data extraction methodology based on extensive business knowledge.
   - Maintain broad awareness of the latest industry trends related to information management practices.
   - Assess, evaluate and recommend specialized reporting tools in collaboration with the end user community.

2. **Maintain policies and standards and ensure data compliance through DHSS and all HSSAs.**
   - Use broadly defined policies and specific objectives to define data standards used throughout HSS (DHSS and HSSAs).
   - Use constructive solutions to determine sound data standards ensuring each system's data definitions are identical and the business rules are established for consistent use in each location.
   - Determine data needs by engaging with stakeholders, conducting environmental scans, and identifying business requirements.
   - Stay abreast of evolving needs across NWT, FPT initiatives, software limitations and complex reporting requirements.
   - Through information gathered, analyze and plot the data to determine the most effective standards.
   - Formulate new and revise data policies and procedures considering industry and federal standards, legislation and HSS plans.
   - Collate a library of documentation from stakeholders across HSS for all existing and new systems including data dictionaries, definitions, models, flow, and reporting specifications.
   - Employ expert modeling techniques in the preparation of data models to demonstrate interrelationships across data holdings.
   - Resolve problems that are often non-conforming and without clear precedent.
   - Evaluate and report on HSS quality of data measures and indicators.
   - Audit and report compliance to standards and timelines. Construct solutions to variable situations being cognizant of the impact on associated business practices and implications of delays.

3. **Broad Provide support to new and existing information initiatives to meet HSS evolving data and information needs.**
   - Communicate best practices for data requirements, data collection, data analysis and information reporting as it relates to information initiatives.
   - Accurately assess impacts to information management business practices while being sensitive to the underlying root concerns within each initiative.
   - Facilitate and support information management business process reengineering requirements with front line staff and management across HSS information systems.
   - Support enhancements, modifications, and new implementations to the system to improve reporting needs and business requirements while meeting data collection compliance requirements.

4. **Gather, analyze, and assess current and future information management landscapes to meet HSS evolving data and information needs.**
   - Produce management and procurement level outlines of requirement specifications for reporting and data extraction tools.
   - Support health research, analytics investigations, and stakeholder information requests.
   - Support fit gap exercises to highlight opportunities to incorporate new data requests, requirements, and potential impacts to the information management framework.
   - Communicate best practices for data requirements, data collection, data analysis and information reporting to planning teams and end users.
   - Accurately assess impacts to information management business practices while being sensitive to the underlying root concerns within each site.
   - Complete analysis of audit trails, system logs and other monitoring data sources to ensure compliance with legislation, policies and standards.
   - Provide advice and support to other divisions and HSSAs on records management practices and procedures.
   - Provide input into disaster recovery planning and the development of recovery strategies, testing and maintenance of recovery plans.

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
The position requires information management expertise in the areas of development, implementation and maintenance of systems including, security, usage, integrity, and high availability. The following knowledge, skills and abilities are required:

- Knowledge of health system legislation, policies and standards.
- Knowledge of highly effective health information management and analysis systems, standards and best practices.
- Knowledge of information systems, architecture and applications.

- Knowledge of electronic records management policies and standards.
- Knowledge of data warehouse concepts and tools as well as infrastructure, applications, relevant operating systems and software packages.
- Knowledge of software packages, database systems, prototyping, project management and modeling tools and relevant computer infrastructure.
- Knowledge of in-depth and complex information data collection, research, modeling tools and analysis methodologies and practices.
- Knowledge of the application of advanced analytics research and analysis in the health care field.
- Knowledge of methodologies and practices to ensure consistency and compliance in a diverse and complex information management system.
- Knowledge of quality assurance and risk management.
- Ability to effectively plan and implement information management initiatives and actions that achieve future goals.
- Ability to develop a framework of policy, procedures, and standards, and monitoring techniques for compliance of policies and procedures.
- Ability to make broad systems recommendations including the ability to monitor, validate, adjust, or apply standards to the information management system.
- Ability to lead information gathering and reporting and consolidating data into relevant information for presentation to a variety of audiences.
- Ability to deliver clear, effective presentations.
- Ability to prepare Requests for Proposals (RFPs), evaluate and select contractors and digital solutions.
- Interpersonal skills to effectively communicate verbally and in writing.
- Organizational, time management and project management skills.
- Client service skills, including the ability to exercise tact and diplomacy.
- 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:
Successful completion of a relevant post-secondary degree (Information Management, Management Information Systems) and a minimum of 4 years of progressive responsible experience in the information management field.

As this is a continually changing field the incumbent is expected to stay abreast of information management advancements. This may be done through professional development and regular reading. Membership with the Canadian Health Information Management Association is desirable.

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