



IDENTIFICATION

| Department | Position Title | |
|--|--------------------------------------|---------------------------|
| Northwest Territories Health and Social Services Authority | Community Health Nurse, Primary Care | |
| Position Number | Community | Division/Region |
| 67-11063 | Fort Smith | Primary Care / Fort Smith |

PURPOSE OF THE POSITION

The Community Health Nurse, Primary Care is a member of the Integrated Care Team within a Regional Primary Care site. The incumbent provides community health and case management services in accordance with the Northwest Territories Health and Social Services Authority and Registered Nurses Association of Northwest Territories and Nunavut (RNANT/NU) to ensure regional residents have access to timely, professional and sustainable health services required to maintain optimal health.

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 Tł'chǫ regions, covering 1.2 million square kilometers and serving approximately 43,000 people, including First Nations, Inuit, Metis, and non-indigenous persons. 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.

Under the direction of the Minister of Health and Social Services, the NTHSSA was established to move toward one integrated delivery system as part of the Government of the Northwest Territories (GNWT) transformation strategy. The NTHSSA sets clinical standards, procedures, guidelines and monitoring for the entire Northwest Territories. While the Tł'chǫ Community Services Agency (TCSA) operates under a separate board, and Hay River Health and Social Services Agency (HRHSSA) remains separate in the interim, Service Agreements will be established with these boards to identify performance requirements and ensure adherence to clinical standards, procedures, guidelines and policies as established by the NTHSSA.

The NTHSSA is responsible for the effective delivery of regional Primary Care services to residents of Fort Smith, Inuvik, and Yellowknife. The NTHSSA provides and supports the delivery of health and social services across the lifespan on an outpatient and outreach basis in order to enhance healthy communities and well-being through excellence, accountability, and respect for regional diversity, and works with communities to promote healthy lifestyles.

Since 2013, the NWT health and social services system has been engaged in a strategic renewal process. This began with System Transformation, a multi-year, community engagement-driven process to develop a model for an integrated health and social services system. The resulting changes to the system's governance structure have enabled a one-system approach, allowing for greater efficiency and integration while better respecting the unique contexts and strengths of the NWT's distinct regions and cultures.

Building off the results and momentum of System Transformation, the strategic renewal effort has now begun a process of Primary Health Care Reform to shift the system and its care models towards a team and relationship based approach that is driven through public participation, community feedback, and data, and built upon a foundation of trust and cultural safety. Using a community development approach, we are changing the way we work with people and communities, at every level of the health and social services system, to enable public participation in priority setting, planning, and design that integrates the social determinants of health. The Community Health Nurse, Primary Care is a new role created through this process, and has particular responsibility for developing trusting, caring relationships with patients while actively contributing to ongoing design and renewal activities.

This position is located in Fort Smith and reports directly to the Regional Manager or Nurse in Charge (NIC) depending on local organizational structure. In accordance with established standards of nursing practice the Community Health Nurse, Primary Care, (CHN) will promote the health and wellness of patients within the Integrated Care Team, act as a patient advocate, and provide non-emergency medical care; respond to medical crisis that may require decision-making outside of the usual policies, procedures and standards of nursing care; and deliver nursing core services designed to promote community health and wellness, decrease suffering and prevent injury across the lifespan.

Within the integrated care team, patients are panelled to their "team" of care providers that could include Program Assistant, Licensed Practical Nurse, Community Health Nurse, and Practitioner positions. The expanded scope of the CHN function plays a huge role within the integrated care teams, in that they have the responsibility to coordinate the care of the patients panelled to that team. For example, a patient with chronic co-morbidities requires the facilitation of multiple health services – medication management, ongoing health surveillance, physical assessment, assessment of additional referrals to meet the patient's needs, coordination of care from various service providers, and additional preventative screening. Proactively providing case management and screening could mean the difference between an early vs. late stage cancer diagnosis, for example the CHN has the ability to identify the people who require the screening using approved clinical practice guidelines/completes or requests the screening and then provides the appropriate follow-up/treatment within scope and role.

If beyond their scope, the CHN has the ability to consult with the higher level provider on the team and/or consult/refer as appropriate. As an example, coordinating discharge from hospital and follow-up appointments, and medical travel.

From a panel management perspective the CHN would be responsible for proactively monitoring patients assigned to their panel to ensure they receive required preventative screening (colorectal screening, mammography, cervical cancer screening, diabetes screening, etc.) and that efficient chronic disease management occurs (booking in for annual appointments, adequate follow up and surveillance, physical assessments, medication reconciliation as required, etc.).

The CHN model allows for an expanded scope of practice, providing the CHN's with the ability to work autonomously (as well as within the team environment), and allows the patient to receive the right care, by the right person, at the right time. The CHN, Primary Care has the capacity to perform/request preventative screening, the ability to follow clinical practice guidelines to provide assessment and select treatment (within scope), offer community based programming/services as per the NWT Community Health Core Service Standards and Protocols from the DHSS (well child programs – vaccinations/assessments, chronic disease management programs, STI screening/treatment), offer health promotion, and generate referrals to appropriate services/resources as required.

Services may be provided within the Primary Care Clinic, via Tele-health/telemerge, by telephone, or in a patient's home (e.g. elderly population) and are intended to promote wellness, decrease suffering, and prevent injury. Services may be provided through independent practice or as part of an interdisciplinary integrated care team.

The legacies of colonization and residential schools have impacted Indigenous health outcomes and the way health and social services are delivered and accessed. The incumbent is required to honour and promote a culturally safe environment at all times. Practicing from a trauma informed care perspective is expected and the position requires that interaction with patients and families is tactful, respectful and humble. This position requires the ability to handle several complex issues concurrently while maintaining attention to detail. The incumbent is expected to remain calm, controlled and professional, regardless of the situation, and demonstrate compassionate care that is free of racism and discrimination, to patients, families, community members, and other members of the health care team. The incumbent is required to be motivated and innovative in the area of continuing education and practice, such as engaging in self-reflection, to encourage the professional growth of self and others.

The CHN-Primary Care may be required to work additional and flexible hours including days, evenings and Saturdays for part or all of a 7.5 hour shift.

RESPONSIBILITIES

- 1. Provide comprehensive community health core services (including but not limited to Infant and Child Health, Adolescent Health, Adult and Elder Care, Maternal Health, school health programs, chronic disease prevention and management, immunization programs, communicable disease surveillance and treatment) in accordance with the NWT Community Health Core Service Standards and Protocols, in order to: protect, prevent and reduce the incidence of communicable disease; promote a healthy life style and wellness; and decrease suffering to all community members.**
 - Deliver a wide variety of community health services (both established and those requiring development by the incumbent to fit community needs) in accordance with the NWT Clinical Practice Guidelines for Community Care Nursing and the NWT Community Health Nursing Program Standards and Protocols.
 - Monitor and deliver care to people returning from medical treatment from other communities (e.g. post-surgical).
 - Evaluate health services on a continuing basis and modify programs for appropriateness based on community needs while maintaining core services.
 - Act as a resource for other Integrated Care Team members.
 - Assess, requisition and analyze selected diagnostics tests and therapeutics based on assessment findings within scope and role, in accordance with established standards of nursing practice.
 - Select and dispense therapies based on the identified clinical resources (e.g. Clinical Practice Guidelines, formulary, Bugs and Drugs).
- 2. Lead Case Management and Service Coordination by collaborating proactively with all integrated interdisciplinary team members, using a patient-centered approach to facilitate and maximize healthcare outcomes. Advocate for the patient/family at the service-delivery level and at the policy-making level to foster patient/family centered decision making.**
 - Coordinate interdisciplinary patient care for high risk or complex patients.
 - Utilize best practice models to identify, incorporate or develop strategies for panel management. Collaborate with other teams to share and establish best practice for the primary care clinic.
 - Utilize “practice search” capabilities within the electronic medical record (EMR) to proactively seek out panel designated persons due or over-due for preventative health screening in accordance with the NWT Clinical Practice Guidelines.
 - Manage paneled individuals’ acute and chronic care needs as well as health maintenance.
 - Identify physical, emotional, psychosocial, sexual and spiritual needs of individuals and provide supportive care interventions and referrals in a collaborative interdisciplinary approach to care.
 - Assist in organizing and coordinating appointments, services and referrals as required.

3. Provide direct nursing care to patients in conjunction with members of the Integrated Care Team (ICT) utilizing a problem solving approach, in accordance with the NWT Community Health Core Service Standards Protocols and following clinical practice guidelines to facilitate the quality care of patients

- Assess, plan, implement, document and evaluate care to ensure a coordinated holistic approach which best meets the needs of the individual.
- Identify persons requiring urgent care and/or transfer to a higher level of care, and in cooperation with other ICT members arrange transfer to the appropriate care setting.
- Maintain patient and administrative records following professional and legal guidelines in a confidential, concise and accurate manner.
- Package and transport biological samples and pharmaceutical materials.
- Assist individuals to achieve their optimum level of health and wellness throughout the lifespan and continuum of health and disease by providing health promotion and disease prevention, screening diagnostics, and palliative care.
- Apply and promote principles of equity including providing care in a culturally safe manner, to ensure individuals receive unbiased treatment and a share of health services and resources proportionate to their needs.
- Act in a manner consistent with their professional code of ethics, responsibilities and standards of practice, from a Registered Nurse, and Community Health Nurse.

4. Facilitate, implement and modify patient and family educational/teaching based on the needs of the patient in conjunction with members of the ICT.

- Use a holistic approach, honoring Indigenous knowledge, wisdom and diversity, to promote patient centered learning to individuals and their families to promote wellness, decrease suffering and prevent injury (e.g. self-care, health promotion, etc.).
- Assess the individual for physical and psychological needs, their knowledge of their health, disease process and learning needs.
- Develop, revise and evaluate on an ongoing basis, educational resources necessary to support patients.

5. Advocate for practice environments that have the organization and resource allocations necessary for safe, competent, and ethical nursing care.

- Provide coaching and leadership to peers, students and other members of the health care team to develop skill levels necessary to promote wellness, decrease suffering and prevent injury.
- Collaborate with nurses, peers and other members of the health and social services care team to advocate for health care environments that are conducive to ethical practice, cultural safety, and to the health and well-being and experiences of patients and staff.
- Participate in research (e.g. flu watch), special projects (e.g. new immunization programs), and interagency meetings to plan, implement, and evaluate joint projects related to the community's health status.
- Advocate for the dignity and respect of patients.
- Promote the autonomy and rights of patients and help them to express their health and health care needs and values to obtain appropriate information and services.

- Safeguard the trust of patients that information learned in the context of a professional relationship is shared outside the health care team only with the individual's permission or as legally required.
- Report to supervisor any breach in standards of care.
- Advocate for the patient/family at the service-delivery level and at the policy-making level to foster the patient/family decision-making, independence and growth and development.

6. Assist the Nurse in Charge and/or Senior Management/ and members of the ICT as requested.

- Follow-up on patient concerns, provide timelines and information feedback to NIC and/or Senior Management to be able to handle the patient concern.
- Acquire more information on a particular incident, report the findings to the NIC and/or Senior Management.
- Participate in and represent the NTHSSA on regional and territorial committees, as requested.

7. The CHN, Primary Care is expected to facilitate, support and promote a culture of teamwork.

- Receive and share information, opinions, concerns and feedback in a supportive manner.
- Work collaboratively to build rapport and create supportive relationships with team members both within primary care and across the organization.
- Develop a supportive rapport with individuals and their families to facilitate collaborative relationships with other integrated team members.
- Make frequent decisions about the most appropriate, effective and efficient mode of communication among interdisciplinary team members in accordance with identified policies and procedures.
- Coordinate and participate in formal and informal case conferences to share appropriate information concerning individual concerns or progress and to utilize the team's skills and resources in the most efficient and effective manner.
- Contribute to a positive, strengths-based team environment, and support team colleagues.
- Collaborate proactively with all integrated and interdisciplinary team members utilizing a patient centered approach to facilitate and maximize healthcare outcomes.
- Communicate effectively with members of the health care team to provide continuity of care and promote collaborative efforts directed toward quality patient care.

WORKING CONDITIONS

Physical Demands

From time to time (1 - 2 times per week at 10 minutes per incident) the incumbent will be required to lift, carry or support patients during the provision of patient care. This includes incapacitated patients within the Regional Primary Care site and emergency patients who initially present to the primary care clinic and require transfer to an acute care service.

Environmental Conditions

For entire shifts (7.5 hours a day, 5 days per week) the incumbent will have moderate levels of exposure to communicable diseases (e.g. TB), blood (e.g. during the processing of body fluids for transportation to the Laboratory), body fluid, and hazardous materials (e.g. sharps, cleaning solutions, cytotoxic medications).

Sensory Demands

The incumbent will be required to use the combined senses of touch, sight, smell and hearing during assessment and observation of patients, approximately 70% of day.

Mental Demands

From time to time the CHN, Primary Care may be required to provide nursing services to abusive patients, individuals under the influence of drugs or alcohol and RCMP escorts, and may experience concern for safety and well-being.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of and an ability to apply and assess the nursing process (assessment, planning, implementation and evaluation) and current nursing practice (including public health) to ensure that the patients' diverse physical, emotional, psychosocial, cultural, spiritual and educational needs are met.
- Knowledge of biological, physical and behavioral sciences in order to recognize interpret and prioritize findings and determine and implement a plan of action based on accepted standards of practice.
- Knowledge of and an ability to apply sanctioned transferable medical functions (assessment and selection of treatment based on assessment) as outlined in the Nursing Administration Manual's standards, policies and guidelines (i.e. pap smears).
- Knowledge of and an ability to perform basic laboratory functions such as, but not limited to: pregnancy tests, various swab specimens, the preparation of specimens for culture and sensitivity, ECGs.
- Knowledge of and ability to operate Microsoft Office applications (i.e. Word, PowerPoint and Outlook) in order to complete training materials and presentations, electronic mail to send and receive mail, and internet in order to conduct on-line research.
- Knowledge of and an ability to network with resources within and outside the NTHSSA (i.e. Social Services, Public Health, medevac teams etc.) in order to ensure support of patients and their families.
- Knowledge regarding the importance of confidentiality and ability to keep personal and medical information private and confidential at all times.
- Knowledge of best practices in primary health care and public/community health.
- Knowledge of and ability to use the electronic medical record (EMR) system.
- Ability to operate and/or use standard medical equipment (such as but not limited to - ECG, peripheral IV pumps and lines, stretchers, thermometers, sphygmomanometer, blood glucose monitors, sharps, pulse oximeter, etc.).
- Ability to provide emergency care and treatment in response to a medical emergency.
- Ability to educate patients and their families on self-care methods and techniques.

- Ability to understand and recognize the cultural, social, and political realities in the NWT.
- Ability to recognize the impacts of colonization and residential schools on Indigenous health outcomes and the way health and social services are delivered.
- Ability and willingness to engage in self-reflection to learn about personal biases and assumptions.
- Ability to coordinate a wide variety of activities and objectives.
- Ability to facilitate creative problem solving using a situational approach incorporating conceptual, analytical, interpretive, evaluative, intuitive and constructive thinking skills.

Typically, the above qualifications would be attained by:

The successful completion of a Nursing Degree, and two (2) years of recent nursing experience in an ER setting or within a Community Health Centre or Public Health Unit.

Knowledge and experience equivalencies will be determined on a case by case basis.

ADDITIONAL REQUIREMENTS

Proof of immunization in keeping with current public health practices.

Within the NTHSSA nurses must be registered with the RNANT/NU.

Regional Primary Care Requirements

Within the NTHSSA health care providers must be able to acquire within a reasonable time frame and remain current with the following training and certifications:

- WHMIS
- Certification in Health Care Provider CPR
- Education Program for Immunization Competency (EPIC)
- Fire Training
- Point of Care Testing certifications
- Nonviolent Crisis Intervention
- Suicide Risk Assessment training
- Training as required to meet Accreditation Canada standards

Within a NTHSSA Regional Primary Care site the following training and/or certifications would be definite assets:

- Transportation of Dangerous Goods
- Applied Suicide Intervention Skills Training (ASIST)
- Mental Health First Aid
- PALS
- ACLS
- Pharmaceutical process and procedures
- General laboratory functions
- Training in emergency response as well as a Class 5 driver's license
- Canadian Nursing Association Certifications are desirable

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