

## 1. IDENTIFICATION

<b>Position No.</b> 10-04284	<b>Job Title</b> Manager, Health Information Management	<b>Supervisor's Position</b> Director, Support Services	
<b>Department</b> Health	<b>Division/Region</b> Iqaluit Health Services	<b>Community</b> Iqaluit, Nunavut	<b>Location</b> Qikiqtani General Hospital

## 2. PURPOSE

**Main reason why the position exists, within what context and what the overall end result is.**

Reporting to the Director, Support Services this position plans, monitors and manages all aspects and the day-to-day operations and maintenance responsible for Health Management Services for the Qikiqtani General Hospital and advises on health information management for Iqaluit Health Services. The Manager, Health Information Management Services is responsible for the effective and appropriate management of health information and records in and received by QGH and Iqaluit Health Services, irrespective of the medium in which they are stored be it paper based, electronic or digital media.

This position has the primary responsibility of privacy and security of health information for Iqaluit Health Services, including developing a privacy protection program, breach management, risk management and the development of a comprehensive training program for all Iqaluit Health Services staff and physicians, as well as, the development of a communication program to the public. This position is responsible for overseeing the administration of the release of information policies and procedures, based on the Nunavut Access to Information and Protection of Privacy Act.

This position serves as the liaison between Iqaluit Health Services, and the Canadian Institute for Health Information, a national organization that develops national standards for the collection and maintenance of health information and records, publishes reports with national data evaluating health services resources utilization, and effectively works with organizations to achieve government driven goals in terms of health care outcomes.

The Manager of Health Information Services has primary responsibility or providing strategic, tactical and operational advice and guidance to Directors, and Executive Director of Iqaluit Health Services. The incumbent keeps abreast of health information standards, technology and trends in Nunavut, and Canada, including applicable legislation and best practices, while ensuring they are disseminated within Iqaluit Health Services.

## 3. SCOPE

**Describe in what way the position contributes to and impacts on the organization.**

Reporting to the Director of Support Services, the Manager, Health Information Management, manages all aspects of technical, human and financial resources required to meet the long term and day-to-day requirements of health information services. This position is responsible

for all performance management of all health information services staff so that they are adequately trained, certified as required, and current with the health information, privacy, and records managements legislative, policies, procedures, trends and requirements, to ensure all health information is compliant and meets the standards of the Government of Nunavut.

Health information is the most sacred of all information holdings of the Government of Nunavut, mismanagement and improper use of health information could result in breach of confidential while creating a significant risk, liability, costs, political embarrassment, and most importantly a loss of trust of the public it services.

Client/patient/resident information retention, handling and dissemination of statistical data to various government agencies and other internal and external stakeholders. The manager assumes responsibility for all decisions related to unit management practices and the direction of unit supervisory staff. The incumbent facilitates several programs such as privacy and breach management, medical transcription services, record archival, and coordinates the continued implementation of Meditech as the electronic health record for Nunavut. In addition, this position is responsible for data collection, security protocols, coding of health information, use, integrity, access, disclosure, retention and disposition of health information. The position requires extensive and expert knowledge in the handling of patient health information and their safeguarding, and current legislation and regulations related to such programs.

#### 4. RESPONSIBILITIES

**Describe major responsibilities and target accomplishments expected of the position. For a management position, indicate the subordinate position(s) through which objectives are accomplished.**

Directly supervises a full time Health Information and Registration Team. The manager is responsible for the performance management of staff by selecting the direct reports, assigning duties and responsibilities, scheduling work duties, establishing goals and priorities, providing expert and technical advice and guidance on work-related activities, monitoring work in progress, setting standards of performance, recommending career plans, counselling and motivating staff, evaluation employee performance, imposing progressive discipline, identifying training requirements and recommending training plans. Contributing to the establishment of corporate values and a corporate culture that emphasizes the delivery of optimum client service to internal (departments) and external (public)clients.

Plans, forecasts, approves and controls expenditures within the area of responsibility, decides on the selection of health information services for system users and approves payment for services by:

- Maintains a budget and expenditure over the allocated Health Information Management Services budget.
- Maintain a delegated Health Information Management Services operating budget with authority for allocating funds and approving expenditures within the budget.
- Authorizing payments for goods and services.
- While on travel status, uses government funds in accordance with rules and regulations and reports and accounts for travel expenditures according to the Financial Administration Manual Directives.
- Advices senior management regarding future financial issues and proposed

expenditures as part of the Divisions strategy to control its expenditures.

- Manages the financial management of staff salaries, overtime, acting assignments and casual staff.

Manages the Privacy Protection Program for Iqaluit Health Services in consultation with Health's Policy and Planning Division by:

- Plans, develops, and implements a privacy protective program that promotes a privacy culture within Iqaluit Health Services and in accordance with the Information and Privacy Commissioner (IPC) of Nunavut QGH report 2016.
- Ensures requests for information (ROI) are responded to in a timely manner, and in accordance with the appropriate legislation and Privacy by Design guidelines.
- Drafts privacy policies, procedures, guidelines and processes for Iqaluit Health Services, including a comprehensive training program that will be included in staff (health and non-health) orientation, as well as an ongoing training program with an annual requirement for staff.
- Conducts audits of all Provides annual departmental review for compliance of the privacy standards in the policies and procedures. Reports on compliance and process improvements, including action plans and risk management due to non-compliance.
- Leads Iqaluit Health Services privacy program, including compliance with applicable legislation, and in the absence of such legislation recommends compliance to standards found in *Access to Information and Protection of Privacy* (ATIPP) legislation.
- Conducts privacy breach investigations, including but not limited to reporting of breaches to the Director of Support Services, the Executive Director of Iqaluit Health Services and if required to the Department of Health's Policy and Planning Division and the Information and Privacy Commissioner of Nunavut.
- Liaises regularly with the ATIPP Coordinator for the Department of Health and participates in educational activities as required.

Managing and maintaining accountability and working toward improving services throughout the region by:

- Develops policies, procedures, and guidelines on health information, privacy and registration, including the storage, maintenance, disposition, vital records protection, micrographs and imaging, records stored on non-paper media, electronic medium.
- Works collaboratively and at times in conjunction with the Ehealth Division of the Department of Health as well as, The Records Centre of the Department of Community and Government Services (CGS), and as required the Manager of ATIPP from the Office of the Executive and Intergovernmental Affairs (EIA).
- Manages and is the Health Information Custodian of all Client/Patient/Resident health information and records for Iqaluit Health Services.
- Incorporates Canadian privacy standards, such as those in Privacy by Design, and the Canadian Standards Association (CSA) for privacy management.
- Audits the state of health information and the systemic use of to ensure proper access, control of health information as well as retention and archiving of records, while managing the security and integrity of health information for Iqaluit Health Services.
- Evaluates new legislation and the impacts to the Iqaluit Health Services information holdings, and drafts reports and works collaboratively with the Department of Justice and other stakeholders to ensure effective implementation and implications.
- Conducts investigations into access breaches and improper credential use for accessing health information, reporting events/incidents, reviews/investigations and recommends courses of action for individuals found to have breached guidelines.

- Coordinates and conducts training and on-going communication with health record access users to ensure awareness of policies, procedures and guidelines.
- Working collaboratively with other departmental managers to ensure compliance is met with regards to maintaining health information.
- Developing and maintain statistical processes for monitoring performance for health information, including reporting to the Department of Health, and outside agencies such as CIHI.
- Managing the standardization process of record retention in accordance with national standards for Health Information Management.
- Preparing and reporting on trends and variances in the use and handling of health information for Senior Leadership within Iqaluit Health Services and reporting to various outside agencies as required.
- Coordinate the delivery of health information needs assessment studies for Iqaluit Health Services.
- Sets health information operational standards and coordinates plans that ensure all departments within Iqaluit Health Services are managed effectively and efficiently and within government of Nunavut legislative requirements.
- Providing advice, professional assistance and training on all health information management issues to Iqaluit Health Services.
- Plans for future requirements in health information, and in consultation with the Ehealth Department of Health.
- Assists in the development and manages the Meditech system for Iqaluit Health Services.
- Attending Federal, Provincial, Territorial committees as required and for the purpose of the improvement and analysis of new technologies, as well as new health information trends and requirements.
- Work with Iqaluit Health Services to analyse and identify their business functions and provide guidance to their specific business needs.

Providing leadership to department to support them in effective and complex service delivery, high stress situations, competing service priorities and to assist with retention of staff by:

- Delegates the responsibilities and some aspects of monitoring of performance of staff to the Supervisor of Registration and the Senior Health Information Services Management Professional to ensure departmental goals and objectives of Iqaluit Health Services and those of the Department of Health are met.
- Works collaboratively with staff to set and meet monthly, quarterly and annual objectives are met.
- Ensuring collaboration with Health IT and the Ehealth Division, in the continued implementation of the electronic health record and archiving of patient information.
- Provides human resources leadership, including hiring staff, conducting performance reviews, ensuring training and development activities are completed, disciplining and terminating employees as required.
- Planning for staff training, shortages, and integrated services.
- Ensuring that Inuit Societal Values are supported and integrated into the workplace
- Ensures a respectful workplace at all times
- Follows all Health and Safety legislation, directives and guidelines

Provides education and training on all aspects of health information management for Iqaluit Health Services:

- Manages the development and delivery of health information training programs and seminars throughout Iqaluit Health Services departments/divisions and teams on issues such as privacy protection, confidentiality, use and disclosure of personal information and personal health information, access to and removal of confidential patient/client information and records to other parties, such as third-party providers and contractors.
- Provide just-in-time training to health professionals and non-health professionals at Qikiqitani General Hospital and Iqaluit Health Services, and if required to health centres across Nunavut, including regional centres in Rankin Inlet and Cambridge Bay.
- Manages the preparation and maintaining of the privacy policy, procedures and guidelines and other literatures for distribution across Iqaluit Health Services.
- Develop a repository for all training materials, ensuring they are in plain language and easily translatable in all languages.

Develop, implement and manage Continuous Quality Improvement (CQI) activities in order to reduce board liability and increase customer satisfaction and improve serve delivery by:

- Ensuring the board strategic plans are integrated into active and effective programs and service delivery, with a focus on privacy, security, health information standards and guidelines, acquired through the completion of an accredited health information management program, and successful completion of a national examination.
- Develop effective compliance parameters in health information management.
- Setting and monitoring program standards for the department which are aligned with those set by best practice organizations, such as the Canadian Health Information Management Association (CHIMA), Canada's Health Informatics Association (COACH), the Canadian Patient Safety Institute (CPSI), Canadian Safety Association (CSA), Privacy by Design (PbD) and Accreditation Canada.
- Ensuring an effective compliant process for clients and staff is in place, through an effective and collaborative working relationship with Patient Relations, and Quality Assurance.
- Collaborates with the territorial quality assurance unit to ensure best practices are implemented and maintained in order to ensure optimal performance and contribute to successful accreditations of health facilities.

Other responsibilities include:

- Collecting information, statistics and customer feedback through various information channels, such as surveys, informal interviews, etc.
- Analyzing data and weighing the relative importance of it in planning services and allocation of resources affecting staffing in the department as well as hospital and Iqaluit Health Services. Provide regular reports on trends to Director of Support Services.
- Making adjustments to reflect changing situations and long-term trends.
- Ensuring the Director is properly supported and briefed on issues.
- Ensuring tactful and sensitive handling of matters of confidentiality.
- Ensuring a swift handling of complaints and concerns raised by customers both internal and external.
- Co-facilitator of the Health Information Management Committee, with regular reporting on outcomes to the Director of Support Services
- Participating on various hospital committees to ensure that the department is up to date on current issues and concerns
- Adhere to Accreditation Canada criteria and ensure the department meets all standards.

## 5. KNOWLEDGE, SKILLS AND ABILITIES

**Describe the level of knowledge, experience and abilities that are required for satisfactory job performance.**

### Contextual Knowledge

- Theories, principles and practices of developing, interpreting and implementing health information, privacy programs, and/ records management programs in a government setting;
- Thorough understanding of statistical data, reporting processes and health information management (both on paper and electronically);
- Methods, techniques and practices of project management, with emphasis on implementing a health information project, a privacy project, or records management project or initiative;
- Theories, principles and practices of HR and financial administration;
- Applicable legislation, policies and procedures;
- Theories, principles and practices of adult learning;

### Skills and Abilities

- Computer skills including; Microsoft Office Suite;
- Organizational, interpersonal and negotiation skills;
- Effective oral and written communication skills;
- Methodical and analytical skills;
- Strong leadership skills and an ability to engage and motivate staff;
- Commitment to lifelong learning and professional development;
- Ability to work effectively in a cross-cultural setting, ensuring a safe and respectful workplace;
- Facilitation and teaching skills;
- Ability to work well independently and as part of a team.

The above knowledge, skills and abilities are typically acquired through;

- A diploma in health information management or health informatics;
- Three years of related experience in a health management field including two years as a manager in a complex, customer focused organization;
- An undergraduate degree in a related field would be an asset;
- Experience with Meditech would be an asset;
- The ability to communicate in more than one of Nunavut's official languages is an asset;
- An acceptable combination of education and experience may be considered.

This is a highly sensitive position. Criminal records check and vulnerable sector checks are required.

## 6. WORKING CONDITIONS

**List the unavoidable, externally imposed conditions under which the work must be performed, and which create hardship for the incumbent. Express frequency, duration and intensity of occurrence of physical demands, environmental conditions, demands on one's senses and mental demands.**

**Physical Demands**

**Indicate the nature of physical activities (which may vary in intensity, duration or frequency) which produce physical stress physical fatigue.**

The position requires the incumbent to sit for long periods, work with keyboards and monitors, for several hours a day.

**Environmental Conditions**

**Indicate progressive degrees of exposure of verifying intensities to unavoidable physical and environmental factors, which increase the risk of accident, ill health, or physical discomfort.**

General hospital administrative environment.

**Sensory Demands**

**Indicate any instances which require concentrated levels of attention with any one or combination of the five senses in order to discern something (e.g. information) during the work process (e.g. reading, watching, studying).**

The position requires attention to detail for extended periods of time when reviewing documentation and reports. There is a high volume of reading and computer work, acuity in recognition of management functioning, and the ability to maintain energy for longer than an average working day.

**Mental Demands**

**Indicate any external factors that create the risk of mental or emotional fatigue inherent in the work process or environment.**

The position routinely deals with a high degree of stress, time limited decision making, evolving priorities and requires tactful interactions. There is a need to handle several complex issues concurrently and maintain a relatively high attention to detail. The position demands the ability to work extended hours for several consecutive days or weeks.

**7. CERTIFICATION**

<p>_____</p> <p>Employee Signature</p>	<p>_____</p> <p>Supervisor Title</p>
<p>_____</p> <p>Printed Name</p>	<p>_____</p> <p>Supervisor Signature</p>
<p>_____</p> <p>Date :</p>	<p>_____</p> <p>Date</p>
<p>I certify that I have read and understand the responsibilities assigned to this position.</p>	<p>I certify that this job description is an accurate description of the responsibilities assigned to the position.</p>
<p>_____</p> <p>Deputy Head Signature</p>	
<p>_____</p> <p>Date</p> <p>I approve the delegation of the responsibilities outlined herein within the context of the attached organizational structure.</p>	

**8. ORGANIZATION CHART**

Please attach Organizational Chart indicating incumbent’s position, peer positions, subordinate positions (if any) and supervisor position.

**“The above statements are intended to describe the general nature and level of work being performed by the incumbent of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of this position”.**