

GOVERNMENT OF NUNAVUT

POSITION DESCRIPTION

Date: April 1, 2020

Position Number: 10-14824

Position: Chief Information Officer

Incumbent: Vacant

Reports to: 10-01022

Location: Iqaluit

Effective: April 1, 2020

Deputy Minister
Department

Date

General Accountability

Reporting to Deputy Minister and leading the Health Information Unit (HIU), the Chief Information Officer (CIO) is responsible for developing and implementing a vision for effective health information management with the Department. The HIU has primary responsibility for the development, management, protection and effective utilization of health information within the Department, drawing together existing units responsible for eHealth and Population Health Information. The CIO is responsible for leading the Department's planning, deployment, protection, and utilization of health data resources and systems, including its eHealth platforms (electronic health record and telehealth), ensuring that a health information strategy is maintained and aligned with the strategic directions and priorities of the Department and the Government of Nunavut. The CIO provides the strategic vision to compliment the business vision, setting the tone and direction for the Department's health information technologies and services, while bringing stability and efficiency to the infrastructure, new systems and services, and the integration of technology. The CIO coordinates with, among others, the Office of the Chief Public Health Officer, to support these operational needs. This can include emergent situations requiring quick responses.

The Department has staff in each region and every community of Nunavut for which the HIU section provides services. The CIO will lead a team delivering a range of services to the Department including project management, health analytics, evaluation and performance monitoring, privacy management, regional eHealth services, and eHealth application support. Under the guidance of the CIO this team will support the continuous creation and utilization of a comprehensive range of health data resources and analytical systems to support clinical-value driven and performance-based program management within the Department. Through this team the CIO will also guide the Departments participation in national data reporting initiatives with partners such as the Canadian Institute for Health Information (CIHI) and the Public Health Agency of Canada (PHAC).

The effective utilization of technology and information resources is core to Health's ability to better connect care, deliver an exceptional patient experience, and promote innovation and discovery. Health has currently deployed state-of-the-art Electronic Health Record software known as Meditech™ which will place the information people need at their fingertips, thereby allowing providers, patients and families to be better engaged in care delivery.

Organizational Structure

A total of twelve positions report to the Deputy Minister. The other eleven positions are:

- Associate Deputy Minister Quality of Life
- Assistant Deputy Minister Operations
- Assistant Deputy Minister Programs & Standards
- Assistant Deputy Minister Programs & Standards Intern
- Executive Director Corporate Services
- Chief Public Health Officer
- Territorial Director Medical Affairs
- Director Human Resources
- Director Policy and Planning
- Manager Communications
- Executive Services Coordinator

Subordinates

A total of 3 positions report to the Chief information Officer.

Director eHealth 10-NEW

The Director will lead the development and operations of health informatics systems across multiple technology platforms, as well as providing the HIU with tools and resources to support clinical-value driven eHealth planning and implementation to facilitate innovative quality of care.

Manager Population Health Information 10-03355

This position provides analytic services and supervision and coordination of health information staff and health services information systems. This position ensures accurate, timely and useable information essential to various clients, including the public, Operations, Health Protection, and Health Promotion as well as other departments or stakeholders who collaborate with health and wellness issues and concerns.

Health Privacy Officer 10-NEW

The position is the senior resource within the HIU, and indeed within the Department, responsible for the establishment of this health data privacy environment. Working closely with the Chief Information Officer, the officer will develop and implement a series of standards, processes, and systems to ensure the privacy and integrity of personal health data held by the Department.

Nature and Scope

This position is located in Iqaluit but is responsible for the health information across all of Nunavut. The information provided through the HIU affects the focus, effectiveness, efficiency, evaluation and overall expenditures for budgets of programs and services of the entire Department. Because the interdepartmental and interjurisdictional collaboration on key issues, the information also has the potential to affect budgets of other departments and organizations as well as providing information for organizations that are responsible for, or stakeholders, in health, community wellness, and public safety programs and services, including Inuit organizations and members of the public.

The CIO will establish and promote the vision for the effective and expanding utilization of accurate and timely health information to better support program design and management within the Department, including a transition to an outcomes-driven approach to health program planning and management across all programs.

The CIO will lead the process of developing and maintaining a Health Information Priorities Plan for the Department, that will align the activities of the HIU with the strategic priorities of the Department and the GN. The CIO will serve as the bridge to the senior executive of the Department, as well as to the executive levels of key partner organizations and technology providers.

The CIO will foster a more structured departmental approach to health systems assessment, planning and management with the Department, resulting in the more timely and efficient delivery of new systems and services.

The CIO will establish an environment of collaboration and teamwork between the functional areas of the HIU to support new initiatives, as well as fostering a more collaborative approach with the program areas and regional health services. The CIO will ensure the evolution of the HIU is consistent with, and supportive of, department and governmental priorities, as well as being responsible for supporting increased Inuit employment.

The CIO will champion the design and creation of information tools and systems that will increase the accessibility of health data resources to department staff, as well as the provision of a comprehensive range of health analytics services to the Department. The CIO will have the responsibility to ensure that the resources provided to the HIU are utilized in the most effective manner possible.

The CIO will ensure that the ongoing security and integrity of personal health data is maintained and enhanced for all residents, providing the Department with a structured and comprehensive approach to health data privacy and giving residents more confidence in the ability of government to protect their personal health information.

The CIO's activities have the ability to reduce costs or allow the more efficient use of available resources in an overall departmental annual budget of \$300 million through the provision more effective planning and management processes and the more effective use of health data resources within the Department

Dimensions (2020/21)

O&M Budget \$7.8M

Person Years: 28

Capital Budget \$0

Specific Accountabilities

The CIO leads the process of cultural and operational transformation with regards to health data management and utilization to move from current state to a future state defined by technology capabilities, operational discipline, and available resources.

- The CIO is responsible for articulating and championing the vision and direction of the HIU within the organization.

- Brings innovative and best practice ideas to all elements of health information management and utilization in the Department.
- The CIO is responsible to ensure that effective policies, processes, and systems are in place support the services delivered by the HIU to the Department.
- Considers how the HIU can adapt to and align with Inuit Societal Values, such as considering qualitative ways of understanding information.

The CIO provides strategy and leadership direction for the health informatics function within the Department ensuring alignment of strategic objectives and organizational capabilities, understanding service drivers, and analyzing industry, technology, and jurisdictional trends to determine impacts and opportunities.

- Leads the development and maintenance of the Health Information Priorities Plan for the Department through regular interactions with the Seniors Operations Group and the Executive Management Committee. These will identify the health data priorities of the Department and the initiatives that will be undertaken to meet them.
- In particular, the CIO is required to coordinate with the Office of the Chief Medical Officer of Health for certain national data-sharing arrangements, such as with PHAC.
- Maintains effective relationships with senior executives with partner organizations and key technology providers, as well as health CIO counterparts in other Canadian jurisdictions.
- Implements a regular process of environmental scanning of the health data technology, management, and privacy sectors to identify potential issues or opportunities for the Department.

The CIO provides ongoing management and direction to the staff of the HIU through its senior management team:

- Ensures that the HIU Operational Plan is developed and maintained in alignment with the Health Information Priorities Plan.
- Ensures that the ongoing operations of the HIU is being conducted in accordance with the operational plans and priorities of the Department.
- Works with management team to address issues that arise within the HIU or with specific projects being undertaken by the HIU.

The CIO ensures that the HIU has sufficient human, technical, and financial resources to address its mandate and strategic/operational objectives on an ongoing basis.

- Leads the process of developing the annual budget submission for the HIU to meet anticipated requirements for new resources.

- Champions continued investments in health informatics technology and systems as reflected in capital budget responsibilities as prescribed annually, as well as ongoing investments in professional development for HIU staff.

The CIO facilitates the effective implementation and utilization of the EHR within the Department.

- Provides though leadership and strategy for EHR implementation and utilization within the Department.
- Develops strategy for stakeholder engagement and to leverage systems and health data to encourage clinical adoption throughout the health care facilities. This would include clinical community outreach and engagement to approximately 500 clinicians across Nunavut

The CIO is responsible for the effective provision of support services to the regions and the various health care facilities

- Ensures that each region has sufficient resources to effectively utilize health data for program management and design.
- Ensures that each health care site has access to sufficient appropriately trained resources to support the Meditech and telehealth systems.

The CIO ensures that the Department staff and management have access to appropriately trained resources for data management and health data analytics.

- The HIU will have the capability to provide access to health data in combination with specific expertise on the statistical and functional analysis of health care data.
- Epidemiology resources will be made available to the Department with specific expertise in communicable diseases, chronic diseases, and mental health. The CIO will ensure that these resources are made available to the Chief Medical Officer of Health on a priority basis to address disease outbreaks or health emergencies.
- The establishment of standards and policies to address a broad range of health data management issues including data quality, data integrity, and managed access to data.

The CIO is responsible the creation of a comprehensive and secure health data privacy environment for the Department.

- Ensures that policies and processes are developed to support and encourage a proactive approach to health data security within the Department.
- Oversight over the creation and maintenance of a secure data environment for all Departmental health data resources and collections of

personal health information, including implementing processes for the audit of data resources and the mitigation of a privacy/security issues identified.

Knowledge, Skills and Abilities

Contextual Knowledge

- Knowledge of the Canadian health system and the relative role of each level of government in the system;
- Knowledge of northern health care systems and social services structures, legislation, public health administration and northern cultures as they related to health and social service issues;
- Expertise in strategy and execution of electronic medical records and health informatics leveraging evidence-based medicine, clinical decision support, and analytics to improve outcomes;
- Theories, principles and practices of health data management and analytics systems and best practices, including the effective utilization of data ware technologies and concepts;
- Keen awareness of emerging trends in health systems strategy, health IT and healthcare sector;
- Understanding of the national and jurisdiction and initiatives related to eHealth, in particular client registries, telehealth, digital medical imagery, laboratory reporting and drug management systems;
- Theories, principles and practice of HR and financial administration;
- Theories, principles and practices of clinical engagement and change management;
- Theories, principles and practices of adult learning;
- Theories, principles and practice of project management;
- Theories, principles and practices of program evaluation;
- Applicable legislation, policies and procedures.

Skills and Abilities

- Expertise in understanding complex technologies and applying it a practical manner to create effective solutions;
- Excellent analytical and problem-solving skills;
- The ability to lead the development of planning and briefing documents for senior executives, including briefing to the Deputy Minister level and above in the public sector;
- Effective verbal and written communication skills at all levels and the ability to influence behavior, building trust while maintaining confidence;
- Ability to elicit cooperation from a wide variety of sources including management, users, internal and external partner, and technology vendors;

- Ability to listen and to manage conflicts and achieve compromise while meeting meaningful goals and respecting other parties' perspectives;
- Ability to evaluate long term impact when making recommendation and decisions;
- Ability to work and communicate with remote clients, technology providers and staff;
- The ability to operate effectively in a high stress and time sensitive environment, while managing multiple projects and initiatives with a constrained resource base.

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

- An undergraduate degree in health care, business administration or information technology, or another relevant field;
- Ten years of relevant progressive experience across multiple disciplines including health informatics, project management, and strategic planning in dynamic, complex, multi-stakeholder environments; including five years of senior management experience;
- A master's degree in a related field is an asset;
- The ability to communicate in more than one of Nunavut's official languages is an asset;

This is a Position of Trust. Criminal Record Check is required.