



## Job Description

### IDENTIFICATION

<i>Position Number</i>	<i>Position Title</i>	
U-01-138	Mammography Program Facilitator	
<i>Department</i>	<i>Position Reports To</i>	<i>Site</i>
Diagnostic Imaging	Manager, Diagnostic Services	Hay River Regional Health Center

### PURPOSE OF THE POSITION

The Licensed Practical Nurse is a member of the client care team who uses the nursing process (assessment, planning, implementation, and evaluation) within the scope and standards of practice for Licensed Practical Nurses in the N.W.T. to provide appropriate care for clients who access the programs and services of the Mammography Program. The Licensed Practical Nurse provides nursing and administrative support services to physicians and nurse practitioners to ensure services to clients are accessible and efficient and in keeping with the Hay River Health and Social Services Authority philosophy, policies and objectives and within the context of the NWT Breast Health Advisory Committee.

### SCOPE

This position is located at the Hay River Health & Social Services Authority (HRHSSA) Regional Health Center. The Hay River Health and Social Services Authority includes: the Hay River Regional Health Center (HRRHC), the Gensen Building, Woodland Manor, and Supportive Living Services. The HRHSSA is an accredited, integrated health authority that provides the following services: 19 acute inpatient beds (14 Community Support Beds, 1 Family Suite (Palliative), 2 Secure Rooms, 2 Observation beds), Emergency and Ambulatory Care, including dialysis and endoscopy; Midwifery Care and Delivery; 25 Long Term Care beds; Supportive Living Campus, a Territorial campus providing 11 permanent residences; Diagnostic Services (Diagnostic Imaging, Ultrasound, Mammography); Laboratory; Medical and Specialty Clinics including Diabetes programming; Social Programs (Community Counselling, Healthy Families and Child and Family Services) Community Health and Home Care, Rehabilitation

which include Physiotherapy, Occupational Therapy and Speech Language Pathology; and a full range of Support Services.

The LPN provides nursing support to the Clinics by assisting physicians/specialists or nurse practitioners in examinations, diagnostic tests and treatments. As a qualified professional and part of the HRHSSA team, the Mammography Program Facilitator may be sequestered to areas in urgent need of assistance (e.g., dressing changes, intramuscular injections). On average 100 patients are seen per Mammography clinic; when on sequester, the Specialist clinic processes up to 150 patients per month and up to 100 patients per day at medical clinic. The LPN also acts as liaison between clients, staff, physicians and specialists, maintains and promotes communication and is responsible for controlling patient flow. The incumbent reports to the Manager, Diagnostic Services, and from time to time, may receive direction from the Mammography Technologist.

The incumbent is responsible for coordinating the booking of mammography appointments. The incumbent must have an excellent knowledge of the Wolfe EMR system; the DOS based Mammography Breast Screening Program and Medipatient. The incumbent is responsible for maintaining the computerized mammography database, and ensuring required letters are sent to the patients and the physicians, as part of the clerical support required for the BSP program. The incumbent ensures that the patients booked are eligible and that recommended follow-up has been completed on patients in a timely manner. This requires constant and thorough communication with the referring centers and their ever changing staffs to ensure patient care is consistent and complete.

This position ensures that previous related images are ordered from the original generating facilities and then returned to those facilities upon completion of use or that disks are destroyed according to privacy regulations when no longer required. The incumbent utilizes the Wolfe program and works with the medical clinic to ensure patients requiring follow-up receive treatment in a timely manner. The incumbent ensures that all follow-up is documented in the program database and reviews the Wolfe chart at least monthly for updates. The incumbent meets with the overseeing physician and reviews the charts of the Breast Screening clients requiring follow-up; collaborating to decide if recommendations have been completed and if the client may return to the program. This position provides educational materials, some printed in house, to the communities within our catchment area. These communities include, but are not limited to: Hay River, Hay River Reserve, Enterprise, Kakisa, Fort Smith, Fort Resolution, Fort Providence, Fort Liard, Fort Simpson, Nahanni Butte, Wrigley, Trout Lake, and Jean Marie River.

The incumbent may be required to participate in educational/information sessions and health fairs as a representative of the HRHSSA BSP. The incumbent may be required to attend multiple day sessions, thus travel and time away from home would be required. The incumbent is responsible for ensuring all required questionnaires related to initiation into the program are completed in full and that the worksheet is filled out and ready for the Mammography Technologist. The incumbent must be able to self-motivate and work independently, and should have a good understanding of the

Canadian Breast Screening guidelines, or be willing to learn.

When working with the patient, the needs of that patient may change very rapidly. As a result, the LPN is often required to take proactive steps to treat/triage a patient before the physician is available. The LPN position participates in the Mock Code Blue processes within the Diagnostic Imaging Department.

## **RESPONSIBILITIES**

**1. Under the direction of the Manager, Diagnostic Services, and the Physician overseeing the Program, and in accordance with nursing practices, the LPN provides nursing support to the physicians or nurse practitioners.**

### **Main Activities:**

- Maintain a safe, clean and orderly environment;
- Ensure requisitions coming from external sources within the South Slave area contain all necessary information for enrollment of the patient into the program and co-ordinate patient bookings with remote stations within the catchment area;
- Provide administrative/clerical support to the program in order to facilitate and expedite program activities efficiently using confidential storage and retrieval of client records, reports and documents within generally accepted office procedures, and HRHSSA practices and policies;
- Uses established Breast Screening Program booking procedures to coordinate the booking of appointments for clients requiring a mammogram examination, and ensure the clients qualify for Breast Screening under the current Canadian Breast Screening Guidelines;
- Principal point of contact for clients requiring an appointment for screening mammogram, and answer any basic program related questions asked by the perspective clients. Provides educational materials to clients proactively and upon request;
- Provides clerical support for the BSP. Coordinate the mammography examination between the communities and the Diagnostic Imaging Department at HRRHC, where the mammogram examinations will be performed. Ensure all bookings are entered into the Medipatient system;
- Notifies physicians, when follow-up examinations are required as a result of an abnormal breast screening examination via letter as per program protocol, both from Hay River and other areas in the catchment areas;
- Notifies clients and practitioners, by letter, of normal results;
- Notifies clients who have been cleared to return to routine screening of their recommended Mammography appointment date;
- Inputs client data and maintains the computerized mammography database for clients who have had a mammogram;
- Issues recall notifications/letters and telephone calls to clients in the database

as per the Breast Cancer Screening Guidelines for the NWT;

- Assists with program expansion by participating in Adult Health Fairs and Education/Information sessions. This requires willingness to travel and overnight if necessary;
- Ensures that previous films are ordered from the original generating facilities and then returned to those facilities upon completion of use, or orders previous digital images and ensures CD's of images are destroyed in compliancy with Privacy Laws;
- Works with the medical clinic to ensure patients requiring follow-up receive treatment in a timely manner, and that all follow-up is documented in the program database;
- Reviews Mammography reports for completeness and accuracy; addendums requested when required. Reviews Laboratory reports and catalogs completed follow-ups on Assessment Review document;
- Collects and documents statistics as directed;
- Archives records as directed by supervisor;
- Assures adequate supplies are assembled in designated areas;
- Directs patients to appropriate areas for pre-examination preparation and performs nursing duties which includes, but is not limited to: temperature checks, weight, blood pressure check, etc.;
- Prepares rooms between patient visits;
- Respect the patients' individuality as a person and respect cultural differences;
- Provide relief at Medical Clinic when able to ensure patient care is facilitated. This includes, but is not limited to assisting with PAPs, biopsies; collection labelling and completion of forms associated with Laboratory orders; drafting of prescriptions for procedures; removal of sutures or staples, and the performance of other nursing duties;
- Liaises with overseeing practitioner with regards to:
  - completion of requested follow-up to abnormal results
  - return date for deferred clients can return to routine screening
  - exclusion date for deferred clients with positive breast cancer result.

**2. Provides direct nursing care to adult patients using a problem solving approach and in accordance with the standards, guidelines and scope of professional nursing practice to facilitate individualized nursing care to patients.**

- Assist patients to achieve and maintain their optimum level of physical and mental health in situations of normal health, illness, injury, or in the process of dying;
- Advocate the dignity and self-respect of patients;
- Promote the autonomy of patients and help them to express their health 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 patient's permission, or as legally required;

- Apply and promote principles of equity and fairness to assist patients in receiving unbiased treatment and a share of health services and resources proportionate to their needs;
- Use a holistic approach to facilitate individual learning of patients and their families upon transfer or discharge in relation to patient illness or injury (i.e. self-care, health promotion, etc.);
- Assess the patient for physical and psychological needs, their knowledge of their health, disease process and learning needs;
- Research, develop, revise and evaluate on an ongoing basis, educational resources necessary to support patients;
- When assigned to cover at the Medical Clinic, patient demographics can vary greatly – the incumbent must be able to work with all patients regardless of vital statistics and background.

**3. The Mammography Program Facilitator performs administrative duties and other general duties to ensure effective and efficient operation of the Mammography Program. Acts as the support for patients referred to the Program through their initial screening and follow-up while collaborating and functioning as part of a team to achieve patient outcomes based on diagnosis and prognosis.**

**Main Activities:**

- Assists in facilitating information flow within the authority and with the community in order to enable the timely and effective response of the program and community needs, and ensures confidentiality of information within the context of HRHSSA policy and practices;
- Word processing, proof reads, prepares, collates, organizes, copies and prints documents and all other related materials;
- Obtains files, documents and background information for the BSP program;
- Receives deliveries, phone calls, visitors/clients, faxes, electronic or regular mail, and distributes to appropriate staff;
- Organizes, participates and attends meetings/committees in order to contribute ideas for the department;
- Prepares and maintains current mailing lists, prints mailing labels, compiles and sends out materials as directed by program staff;
- Works with overseeing practitioner to manage deferred clients;
- Works with reading radiology group to ensure completeness and accuracy of reports and sees that errors are corrected in a timely manner;
- Promotes the program through attendance at community health fairs and creation/distribution of educational materials;
- Works with the technologist and the client to promote breast health awareness and informed consent to procedures;
- Demonstrates patient and family centered care and quality principles in the provision of services to patients, and families;
- Provides the coordination, communication and continuity for the Physicians,

Radiologists and Technologists, and the programs they operate. The LPN functions on behalf of the overseeing Physician when they are away from the Clinic. The LPN will assess, plan, implement, document and evaluate care to ensure a coordinated holistic approach which best meets the needs of the patient;

- Provides nursing assistance and support to Physicians and patients for a wide variety of treatments and procedures, including performing physical assessments on each patient, administering medications (excluding controlled substances), assisting with removing lumps, and performing cautery;
- Is the initial contact to deliver test results to patients of the Mammography Program and may be the initial contact when working in the Medical Clinic. The incumbent provides support, information, advice and follow-up;
- Participates in committees, task forces, and research projects as related to programs;
- Photocopy documents as required that apply to the patient and place in their chart. The originals are to be sent to the Medical Records Department. Audit of scanned documents to ensure all paperwork has been included, has been scanned in the correct order and attached to the correct patient electronic chart;
- Instruct the patient regarding appointments and also ensure clients have the appropriate referrals and/or requisitions;
- Order all supplies and drugs from the appropriate departments;
- Schedule appointments. Ensure documentation for referral appointments has been sent appropriately. When working at the Medical Clinic the incumbent may also be required to arrange travel documentation for patients to be seen in either Yellowknife or Edmonton;
- Promote and maintain interpersonal relationships with other health centers and hospitals;
- Coach, train and support relief staff;
- Notify patients regarding appointments for treatments at Stanton or southern facilities;
- Arrange and facilitate all clinics with remote nursing stations;
- Ensure supporting documentation for all client appointments when traveling out of Hay River;
- Facilitate all processes related to patient processing and follow-up: referrals, electronic systems and partner processes, such as requisitions for DI, and/or lab and referrals;
- Ensure follow-up care related to appointments is in place and monitored.

**4. Perform administrative duties in accordance with guidelines and HRHSSA policies and procedures, and the scope of professional nursing practice to improve patient services to ensure effective and efficient operation of the Medical Clinic.**

**Main Activities:**

- Provides coaching and leadership to peers, students and other members of the health care team to develop skill levels necessary to achieve the standard of care;
- Assists in the planning, and revising program team structure, with a focus on continual improvement;
- Collaborate with nursing colleagues and other members of the health team to advocate health care environments that are conducive to ethical practice, and to the health and well-being of patients, and others in the setting;
- Makes administrative decisions regarding patient care, such as interpretation of imaging reports, compiles paperwork for referrals, prioritizes who is seen first;
- Order office supplies and medical supplies as needed. E.g. In the Medical Clinic - liquid nitrogen and drugs;
- Ensure the Mammography Clinic, or in case of reassignment, the Medical Clinic, is run in a competent and professional manner in the absence of Manager;
- Provides ongoing evaluation of clients' status and program efficiency. Collect and document demographic and statistical information;
- Communicates with other members of the health care team regarding the patient's health care to provide continuity of care and promote collaborative efforts directed toward quality patient care. Determines what lab, radiology or diagnostic tests need to be done prior to the appointment, etc.;
- Support and assist with reception duties as required, including faxing follow up information, lab results, U/S reports, and X-Rays to the appropriate specialist when the results become available, and identify on lab sheet report;
- Ensure quality assurance checks, such as glucometer, fridge temperature and oxygen;
- Organize client schedule to ensure clients are ready and appropriate preparations are done for the designated appointment, such as medicals, IUD procedures, and WSCC;
- Assist Practitioners and Locum staffs with software orientation and/or issues;
- Ensure specimens are appropriately processed and forwarded;
- Ensure the flow of documents in designated work area;
- Address all incoming calls to designated work area including inquiries from clients and outside departments/facilities;
- Administer injections, remove sutures/staples and provide routine vitals as required;
- Work directly with the Medical Clinic to ensure appropriate client care and follow-up completed on Mammography clients.

**5. The LPN facilitates, implements and modifies patient and family education/teaching based on the needs of the patient.**

**Main Activities:**

- Uses a holistic approach for management and self-care of patients and their families. Assess the patient for physical and psychological needs, their knowledge of their health, disease process and learning needs;
- Facilitates individual learning in relation to patient illness or injury;
- Researches, develops, revises and evaluates on an ongoing basis, educational resources necessary to support patients;
- Participates in program development for specialty program education and teaching.

**6. Advocate practice environments that have the organizational and human support systems, and the resource allocations necessary for safe, competent and ethical nursing care.**

**Main Activities:**

- Navigates patient care through Northern and Southern referrals;
- Collaborates with nursing colleagues and other members of the health team to advocate health care environments that are conducive to ethical practice and to the health and well-being of patients, and others in the setting;
- Participates in Territorial committees, task forces, and research projects as related to the Mammography Program and/or Primary Care Clinic.

**7. Provides supervisory services for internal ultrasound studies on female clients. As a member of the Diagnostic Services team, on occasion, this position provides chaperone services. When a male ultrasound technologist is providing ultrasound services and completing an internal study on a female client, a female chaperone must be present.**

**POSITION ROLE IN CLIENT & STAFF SAFETY:**

**Commitment to Client Centered Care**

Recognizing that our clients are the experts for their own lives, the Hay River Health & Social Services Authority (HRHSSA) is committed to support our clients as leaders to accomplish the goals that they have set out for us in their personal care. The (HRHSSA) will endeavor to provide client centered care through the following:

- Involving clients in their care by reducing barriers that may inhibit our ability to



help them.

- Providing a culture that will ensure clients have a voice and participate in their own personal care.
- Empowering clients through improving client satisfaction, enhancing the quality of care and ultimately the quality of life for our clients.
- Focusing on the experience of the client from their perspective and listening to their needs.
- Fostering collaboration between the client and organization by working together to achieve our goals.
- Providing continuous dialogue with the clients to ensure that each and every client is seen as a unique individual.
- Ensuring staff are provided with the training and tools required to complete the best job possible.

The HRHSSA is committed to creating a culture of safety throughout the organization. A culture of safety is necessary to provide optimal care to our clients, and a healthy workplace for staff. An organization with a culture of safety is characterized by several elements:

- Client-centered care;
- Healthy workplace;
- Open communication; and a
- Blame-free and accountable environment.

All staff throughout the organization shares the responsibility for client and staff safety by:

- Demonstrating a commitment to safety;
- Complying with safety policies, procedures and best practices;
- Identifying and reporting safety issues; and
- Participating in safety initiatives.

### **Criminal Record Check**

Employment with the Hay River Health & Social Services Authority is contingent on providing a satisfactory criminal record check including the vulnerable sector check to the Human Resources Office prior to the official start date of a position.

## **KNOWLEDGE, SKILLS & ABILITIES:**

- Knowledge acquired through successful completion of a recognized LPN program. Current registration as an LPN (Licensed Practical Nurse) in the NWT.
- Knowledge and ability to apply the nursing process and current nursing practices.
- Reviewing and understanding practitioner notes, mammography reports, pathology reports, ultrasound reports and x-ray reports requires knowledge, skills and abilities.
- Knowledge of biological, physical and behavioral sciences in order to recognize interpret and prioritize findings to determine and implement the plan of action based on accepted standards of practice.
- Must be able to provide training, advice and assessment using specialized equipment, tools and techniques.
- Sensitive to geographical/cultural needs of the regions and understand how community and culture impact on the delivery of the health care team.
- To be eligible for reassignment to the Medical Clinic, the incumbent must have the Medication Administration, Physical Assessment and Intramuscular Injection courses.
- Computer literacy skills are required. Good working knowledge of schedulers, RIS and information systems (Wolfe), word processing, Word, Excel, Print Shop, and the internet is also required.
- Good communication skills, both written and oral, and the ability to teach clients.
- Knowledge of standard office practices, filing systems, communication formats, and English grammar and punctuation, is essential.
- The incumbent requires the ability to deal compassionately, pleasantly and effectively with people of different cultures while maintaining respect and confidentiality at all times.
- The ability to effectively organize and prioritize workload in consultation with manager is essential.
- Initiative to seek advice and guidance from supervisors and other qualified staff.
- Ability to liaise and/or network with clerical and technical staff from other departments, both internal and external in order to ensure support of patients and their families.
- Ability to work effectively under pressure, handle multiple tasks and meet deadlines while displaying a calm and professional manner.
- Knowledge and understanding of the Canadian Breast Screening guidelines to ensure clients are routed to the correct facility for care, or must be willing to learn.
- Knowledge and understanding of the alpha and numeric BRCA and breast density categorization systems and associated risks to ensure accuracy of Mammography reports, or must be willing to learn.
- The incumbent must be able to self-motivate and work independently.
- Valid Driver's License and BLS are required.

## WORKING CONDITIONS

### Physical Demands

Demand	Frequency	Duration	Intensity
Prolonged sitting at a desk/computer	Daily	4-5 hours	Moderate
Prolonged keyboarding	Daily	4-5 hours	Moderate
Lifting /Standing/ Bending	Daily	Varies	Moderate
Travel, by vehicle or in large and/or small aircraft to remote communities to promote the Breast Screening Program.	Seasonal	All Day	Moderate to High

Predisposes to eye strain, and muscle/joint problems. The incumbent is able to take breaks from sitting to rest, and change activity when desired to meet other work requirements

### Environmental Conditions

Demand	Frequency	Duration	Intensity
Organizing filing, bookings, film and relevant paperwork in a confined space	Daily	2-3 hours	Moderate to High
Temperature issues within the space are not well controlled	Seasonal – Summer and Fall	All Day	High
Exposure to communicable diseases blood and bodily fluids, etc. while processing a client.	Daily during clinics	4-6 hours	Moderate

### Sensory Demands

Demand	Frequency	Duration	Intensity
Prolonged, intense proof reading of computer screen and printed materials	Daily	3 hours	Moderate
Focused attention to verbal and non-verbal communication from clients.	Daily	4 hours	Moderate
Operates various pieces of equipment: computer, printers, telephone, photocopier machine, fax machine, binding machine, paper shredder, DOS computer program	Daily	4 hours	Moderate to High

Exposure to a busy work environment which includes demanding patients, crying children from DI/Lab or Mammography clients, and requests from other areas for assistance.	Daily	4-5	Moderate
The incumbent must listen intently to verbal communication by telephone, to requests for information from, information provided by, and confirmation of understanding by, speakers with a variety of linguistic and cultural backgrounds, and to closely observe non-verbal communication.			

### Mental Demands

Demand	Frequency	Duration	Intensity
Dealing with emotionally sensitive clients	Daily	Varies	Moderate to High
Dealing simultaneously with multiple callers/clients and requests	Daily	Continuously	Moderate to High
Dealing with outlying communities regarding patient bookings/ cancellations and follow-up.	Daily	Continuously	Moderate to High
Chart Review	Monthly	Varies	Moderate to High
Liaise with overseeing practitioner for review of all clients with abnormal results requiring follow-up	As Available	Varies	Moderate to High
Retrieve statistical reports for analysis/data compilation	As Required	Varies	Moderate
Assisting with Ultrasound and Diagnostic Imaging clients when required – aware of surroundings and able to react quickly and calmly.	Daily	Continuously	Moderate
The incumbent may be exposed to death/dying and other emotionally disturbing experience. The LPN is expected to remain calm, controlled and professional regardless of the situation. The LPN must demonstrate compassionate care to the client, family and other members of the health care team.	As Required	Varies	Moderate
The frontline workers in the hospital are often exposed to abusive patients, people under the influence of alcohol	Daily	Varies	Moderate to High


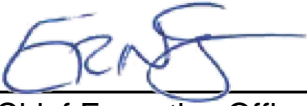
and/or drugs and RCMP escorts. There is a concern for safety and well-being which may cause extreme levels of stress on the incumbent both during and after working hours.			
Failure to correctly understand or address a request in a timely and appropriately manner may cause distress or undue complications for clients and staff and illicit verbal/physical abuse or threats from clients or expose the health authority to liability.			

Within HRHSSA, all Licensed Practical Nurses must be able to acquire within a reasonable time frame and remain current with the following mandatory certifications:

- Non-Violent Crisis Intervention
- Blood Glucose Monitoring
- WHMIS
- Aboriginal Cultural Awareness
- Biohazardous Waste
- FIT testing
- Stress testing
- Formal/On-the-job Training in Endoscopy procedures
- On-the-job Training of Specialized treatments/procedures/equipment
- Infection Control
- IV Therapy
- Internet and e-mail applications
- Fire training
- Urinary Catheterization
- Medication Administration
- Privacy & Confidentiality
- Workplace Bullying
- Basic Life Support (BLS)

**CERTIFICATION**

**Position Number:**

<p>_____ Employee Signature</p> <p>_____ Printed Name</p> <p>_____ Date</p> <p>I certify that I have read and understand the responsibilities assigned to this position.</p>	<p>_____ Manager Diagnostic Services Supervisor Title</p> <p>_____  Supervisor Signature</p> <p>_____ March 10, 2021 Date</p> <p>I certify that this job description is an accurate description of the responsibilities assigned to the position.</p>
<p>_____  Director/Chief Executive Officer Signature</p> <p>_____ March 30, 2021 Date</p> <p>I approve the delegation of the responsibilities outlined herein within the context of the attached organizational structure.</p>	

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