



Hay River Health & Social Services Authority | Administration des services de santé et des services sociaux de Hay River  
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## Job Description

### **IDENTIFICATION**

<i>Position Number</i>	<i>Position Title</i>	
U-01-25-MRT-1190	Supervisor, Health Records	
<i>Department</i>	<i>Position Reports To</i>	<i>Site</i>
Health Records	Manager, Information and Communication Technology	Hay River Regional Health Center

### **PURPOSE OF THE POSITION**

Provides accurate, complete and accessible health information services in accordance with the accepted National, Territorial and Hay River Health and Social Services Authority (HRHSSA) standards and policies. A computerized central patient index is maintained for all patients/clients/residents receiving services from HRHSSA. Patient files are analyzed and organized for patient care and statistical data reported for strategic planning and utilization purposes.

### **SCOPE**

This position is located at the Hay River Health and Social Services Authority (HRHSSA). The HRHSSA is an accredited, integrated health authority that provides the following services; 19 acute inpatient beds, emergency services and ambulatory care services including, dialysis and endoscopy; Woodland Manor a 25 bed long term care centre; Supportive Living Campus, a Territorial campus providing 10 permanent residences and 2 respite with a skills development centre; Diagnostic imaging, Ultrasound and Mammography; Laboratory services; Medical and Specialty Clinic services; Community Counselling services; Social Services providing Child & Family Services; Community Health and Home Care Services; Rehabilitation services and a full range of support services.

Reporting to the Manager, Information and Communication Technology. The incumbent supervises the Health Information Management Professionals. This position has daily contact with physicians and nursing staff for patient information exchange and consultation. The Medical Clinic handles approx. 14,000 clients per year. It is intended that this position provide advice and guidance on records management for the entire Authority.

The incumbent is responsible for the maintenance of meticulous medical records, both paper and electronic based, to be able to improve access to patient information at the point of care, support

collaboration along the patient care continuum, improve the ability for reporting and quality improvement initiatives and most importantly improve the care and safety of patients.

The position plays a key role in helping to facilitate and organize system change management activities and providing advice and support to users on the new business processes and applications. The incumbent contributes too many phases of the systems development and maintenance lifecycle, including planning, analysis, design, construction, conversion and client support. The incumbent must stay abreast of national as well as other jurisdictional client identity initiatives, EMR, and primary care data elements and reference sets, and provides recommendations as to the appropriate gains that could be achieved by adopting these standards within the Authority.

Statistics and reports on utilization are prepared monthly, necessitating contact with the Director, Client Care Services. The Department responds to requests for patient information and statistics from agencies e.g. medical institutions, nursing units, individual physicians, RCMP, lawyers, Department of Health and Social Services. It is necessary to maintain meticulous medical records to ensure accurate patient information is available for patient care, statistical analysis and strategic planning for the HRHSSA and submission to the Canadian Institute for Health Information (CIHI) and the Department of Health and Social Services.

## **RESPONSIBILITIES**

**1. Plans, organizes and controls the operations of Health Record Services and provides consulting service to the Directors/Managers on records services in accordance with the HRHSSA policies and procedures, to ensure effective and efficient services, and that good records management practices are followed:**

### **Main Activities:**

- evaluates, monitors and reviews Medical Record Procedures, Policy and Methodology, recommending, developing and implementing changes, improvements in activities that may become necessary over time;
- monitors the Standards set by the Canadian Council on Health Services Accreditation (CCHSA), as well as other federally legislated bodies and associated societies to ensure the Departments compliance with National, Territorial and Professional Standards;
- liaison with physicians, other professional staff, and departments to help facilitate the smooth delivery of the Departments services and the maintenance of high standards on an organizational wide basis;
- sets short and long term goals to ensure that the Department meets its purpose and contributes to overall Hospital objectives under accreditation, hospital regulations and bylaws, NWT Regulations, and professional standards;
- orientates Physicians, nurses and other health staff to their responsibilities within the health records function;
- collaborates with staff of the Information and Communications and Technology Department to implement new computer programs for processing and reporting health information, and to overcome problems with computers and present software;
- establishes and maintains good working relations with other Health Board staff to ensure smooth delivery of services;
- contributes to assessing and improving quality of care and services through compilation of statistics, performance indicators and reports as required by Senior Management
- advises Manager of potentially serious problems of an administrative, confidential or public relations nature;
- collects and analyzes Department statistics and prepares reports.

**2. Supervises the day-to-day activities of the Health Records Department in accordance with the Collective Agreement, Health Authority Policies and Procedures and health record standards and guidelines:**

**Main Activities:**

- participates in the hiring process for new staff;
- supervises one Health Information Management professional and is responsible for implementing and adhering to staffing policies and procedures.
- authorizes leave and overtime, and inputs time sheets to payroll;
- trains all staff (eg. nurses, clinic staff) on MediPatient+ and provides refresher training as required;
- acts as the first line of assistance for staff dealing with unusual or complex occurrences and deals with conflicts between staff and internal and / or external customers;
- revises job descriptions, and completes performance appraisals and discusses with employees;
- participates in quality assurance (QA) and special committees, such as that for electronic records (EMR), to assist in improving operations;
- represents the Department on various committees;
- oversees training assignments of trainees, when required during their on-site work in the Department;
- acts as resource / consultant for admitting and all health records staff and internal and external customers;
- substantiates need for additional resources such as FTEs, funds and equipment, based on workload and service demands, changing programs and technology;

**3. Provides direct delivery of services in accordance with ICD-10-CA and CCI coding systems, CCHCA standards, CIHI requirements and Health Board Bylaws:**

**Main Activities:**

- keeps current with legal requirements on the release of medical information; prepares documents and records subpoenaed for Court and releases information to RCMP, lawyers, physicians and other hospitals;
- completes documentation on incomplete charts and notifies Physicians and nursing staff on a weekly basis;
- prepares month end statistics and reports;
- National monthly reporting to Canadian Institute for Health Information (CIHI)
- governance quarterly reporting
- ensures that chart processing is completed in a timely manner;
- ensures coding and abstracting using ICD-10-CA is completed, batched and submitted to CIHI;
- ensures territorial billing process is maintained with the ICD-9-CA coding
- ensures maintenance of daily census;
- ensures data quality and timeliness;
- ensures filing of all patient documentation;
- undertakes training in new computer systems and software, and updates of coding systems.

**4. Access to Information and Protection of Privacy Act (ATIPP) Coordinator backup role and manages security and control practices related to health records.**

**Main Activities:**

- Acts as a backup to the HRHSSA ATIPP Coordinator if needed.
- Acts as a resource for the organization when privacy and confidentiality issues arise
- Ensures the health records systems, both paper and electronic, follow access, storage, retention, and destruction schedules based on policy and legislation
- Monitors and facilitates adherence to patient information privacy and security within operational guidelines

**5. Manages and maintains the physician shadow billings through the ICORE Program, ensuring accuracy, completeness and timeliness of processing.**

**Main Activities:**

- Registration of the physician through the Department of Health and Social Services and the GNWT in order to process physician billings through the ICORE program.
- Knowledge of the NWT Billing Tariff
- Follow-up on weekly submissions to ensure billings are accepted
- Correction of data as required
- Data enter all relevant data including the appropriate physician code and ICD9 code into ICORE
- Reconciles claims submitted to claims paid and deals with discrepancies

**KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge and awareness of the legal, ethical and professional responsibilities regarding health information privacy and data security
- Familiar with medical ethics, health law, legal requirements and issues
- Knowledge and understanding of eHealth and Social Services Information Systems
- Computer skills and knowledge, including word processing, spreadsheet and database applications (eg. Word, Med2020)
- Sound knowledge and technical expertise to code and abstract medical records (eg. Med2020)
- Sound knowledge of anatomy, physiology, pharmaceuticals, epidemiology, elements of treatments and therapies
- Extensive knowledge of ICD-9-CM, ICD-10-CA and CCI coding standards
- Competent keyboard and transcription ability
- Knowledge of, familiarity with and awareness of medical, clinical and administrative operations
- Awareness and comprehension of relevant policies, directives and procedures governing Health Information and Electronic Medical Records
- Must demonstrate professional maturity, possessing the ability to influence decisions of others and express views in a productive and diplomatic manner
- Understanding and proficiently use systems and programs to investigate and resolve issues, including running and analyzing reports
- Ability to anticipate, recognize, interpret, assess and identify appropriate solution(s) to issues in a timely manner
- Ability to supervise staff

- Team leadership experience and abilities
- Strong presentation and interpersonal skills
- Strong written and verbal communication skills
- Ability to identify, establish and maintain professional relationships with key internal and external agencies and stakeholders
- Ability to proactively identify concerns, issues and initiate potential solutions and recommendations
- Ability to prioritize work to ensure all work is completed by set deadlines
- Ability to strategically plan and implement actions that achieve future goals
- Must be able to work with highly confidential material and maintain confidentiality
- Achievement Motivation - An ability to double-check the accuracy of information in own work (i.e. ensures the accuracy of figures and other data) as well as work of others
- Expertise - An ability to answer questions as a functional expert when asked.
- Self Confidence - An ability to see self as a functional specialist and an ability to make things happen. This includes an ability to explicitly state confidence in own judgment
- Flexibility - An ability to alter normal procedures or ways of working to fit a specific situation to get the job done and/or to meet goals (i.e. performs co-workers tasks if needed)
- Valuing Diversity – An ability to monitor and evaluate own beliefs and behaviours with regard to prejudices and personal bias, and practices new behaviours as appropriate

This level of knowledge is normally acquired through the successful completion of a recognized Health Informatics or Technology related degree with a minimum of 5 years previous experience in a clinical support role / health informatics role or equivalent combinations of education and experience and 2 years supervisory experience.

The following experience is mandatory:

- Knowledge and understanding of a paper based and Electronic Medical Records (EMR) software system
- Strong working knowledge of medical and coding terminology such as SNOMED CT, LOINC, ICD-9, ICD-10, ICD-10-CA, and CCI
- Strong working knowledge of medical abstracting of Med2020
- Competent keyboard ability
- Direct experience working at clinic, hospital, regional and ministry level for a Health and Social Services System

## **EMPLOYMENT REQUIREMENT**

- Completion of a certified Health Information Management program (HIM)
- To hold a professional designation as a Certified Health Information Management (CHIM) professional with a membership in good standing with the Canadian Health Information Management Association (CHIMA)

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

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.

## **WORKING CONDITIONS**

### **Physical Demands**

Long periods are spent sitting in front of a computer this is very fatiguing and may cause back and neck discomfort

- daily
- high

The incumbent is required to bend, stretch, reach and lift to file and retrieve records from the filing shelves, including full banker's boxes of charts

- daily
- medium

### **Environmental Conditions**

Working in the Health Center could expose incumbent to infection and disease

- daily
- low

### **Sensory Demands**

Long periods of intense concentration reviewing data, specifications and reports. A prolonged need for sensory attention is required in order to capture very detailed information accurately.

- daily
- high

Continuously coordinates several activities and handles multiple requests at the same time on a daily basis.

- daily
- high

Intense concentration required reading medical reports and handwriting of most physicians could be difficult to decipher

- daily
- high

Working with a computer for long period of time causes eyestrain, and possible repetitive strain injuries. Computer work requires manual dexterity and data entry and may also cause eyestrain

- daily
- high

### **Mental Demands**

Mental fatigue is common as a result of heavy workload, imposed unexpected and competing demands often under tight deadlines frequently causing high levels of stress. The incumbent is required to address non-routine and non-recurring problems that require rapid response and immediate re-prioritizing of workload.

- daily
- high

Communications with clients, the public and a wide variety of professionals, with varying backgrounds and temperaments, with regard to discussion, inquiries and requests for information, which may not be available to them, is mentally demanding. The incumbent is expected to develop effective working relationships with all of these professionals.

- daily
- high

The incumbent may experience professional isolation due to the distance of contact with others filling similar roles.

- daily
- high

Job priorities are frequently challenged and disrupted by new priorities set by senior management, which increases the stress level.

- monthly
- high

**CERTIFICATION**

*Supervisor, Health Records*

**Position Number:** *U-01-25*

<hr/> Employee Signature	<hr/> Supervisor Title
<hr/> Printed Name	<hr/> Supervisor Signature
<hr/> Date  I certify that I have read and understand the responsibilities assigned to this position.	<hr/> Date  I certify that this job description is an accurate description of the responsibilities assigned to the position
<hr/> Director/Chief Executive Officer Signature	<hr/> Date
I approve the delegation of the responsibilities outlined herein within the context of the attached organizational structure.	

**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.**

Revised: August 2003  
Updated March 2005  
Updated January 2011  
Scope August 2011  
Report to & minor editorial changes– October 2012  
Updated October 2013  
Updated July 2014  
Updated September 2014  
Updated March 2020, editorial updates, add unit clerk's & midwifery program assistant  
Editorial updates, November 2020, remove Unit Clerk's and Midwifery Program Assistant – Change title to Supervisor  
Updated Feb 2022, editorial updates, added iCore responsibilities