



IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Territorial Manager, Infection Prevention and Control	
Position Number	Community	Division/Region
07-15003	Yellowknife	Quality, Risk and Client Experience/HQ

PURPOSE OF THE POSITION

The Territorial Manager, Infection Prevention and Control is a subject matter expert on all aspects of infection prevention and control and is responsible for leading the development, implementation, maintenance and evaluation of infection prevention and control programs and services, as well as the medical device reprocessing programs, across the Northwest Territories Health and Social Services Authority (NTHSSA) in accordance with Accreditation Canada Standards, best practices, Federal and Territorial legislation, as well as the policies and procedures of the NTHSSA.

SCOPE

Reporting to the Director, Quality, Risk and Client Experience (DQRCE), the Territorial Manager (Manager), Infection Prevention and Control (IPAC) is located in Yellowknife and is responsible for leading the planning, development, implementation, maintenance, and evaluation of the NTHSSA IPAC program and the Medical Devices Reprocessing (MDR) program, including risk identification, prevention, mitigation and in-depth investigation into all patient safety incidents, critical incidents and unusual occurrences where infectious diseases or infectious processes are involved. The Manager is also responsible for ensuring organizational compliance with IPAC Accreditation Standards.

The NTHSSA is the single provider of all health and social services in the Northwest Territories (NWT), with the exception of the Hay River and Tłıchǫ regions, and was established to move toward one integrated delivery system as part of the government's transformation strategy. Health and social services includes the full range of primary, secondary and tertiary health and social services.

While the Tłıchǫ Community Services Agency (TCSA) will operate under a separate board and the Hay River Health and Social Services Agency (HRHSSA) will also operate under a separate board in the interim, the NTHSSA will set clinical standards, procedures, guidelines and monitoring for the entire Northwest Territories. Service Agreements will be established with these boards to identify performance requirements and adherence to clinical standards, procedures, guidelines and policies as established by the NTHSSA.

The Department of Health and Social Services (DHSS) plays an important role in the connectivity between the NTHSSA, the TCSA and the HRHSSA because it establishes the common policy framework and common standards for the entire system. Operational consistency and collaboration across these three authorities is required to provide a quality, integrated Health and Social Services system for the NWT.

The Manager works within a legislative and policy framework that includes the *Hospital Insurance and Health and Social Services Administration Act*, *Medical Profession Act*, *Nursing Profession Act*, *Guardianship Act*, *Public Health Act*, *Coroners Act*, *Access to Information and Protection of Privacy Act (ATIPPA)*, *Health Information Act (HIA)*, *RNANT/NU Bylaws*, *NTHSSA Medical and Professional Staff Bylaws*, *Mental Health Act*, *Child and Family Services Act*, as well as GNWT, DHSS and NTHSSA policies and procedures. The Specialist must have an in-depth knowledge of the Communicable Disease Policy and national legislation and standards for IPAC.

The Quality, Risk and Client Experience Division promotes and supports safe, quality patient/client centered care and services through leading in-depth investigations into patient safety incidents, critical incidents and unusual occurrences involving IPAC processes while providing subject matter expertise and education, minimizing risk and facilitating the implementation of best practices and system knowledge.

As the complexity of health care continues to progress, the rate of Health care-Associated Infections (HAIs) also has increased. Mitigating the transmission of HAIs is a corner stone of an IPAC program. An effective IPAC program not only decreases the rate HAIs, but also improves patient care outcomes, decreases the length of hospital stay, lessens antimicrobial resistance, and lowers financial burdens associated with HAIs (Infection Prevention and Control Canada, 2016, p. 16). The care delivery model for health care continues to change and evolve. Continually more complex care is transitioning out of the acute care setting and into ambulatory care, medical clinics, health care centers, long term care, and home care settings. To ensure the best quality care for patients and families, it is paramount that the IPAC program covers all of these care delivery settings. The NTHSSA, HRHSSA and TCSA, continually endeavor to improve the IPAC practices in all health care settings, while fostering increased public awareness about best practices to prevent the transmission of infections in all health care facilities and the community.

The Manager works closely with the DQRCE, Chief Operating Officers (COOs) of all NTHSSA Regions, Regional Managers, all Territorial Managers and other stakeholders. The Manager will be called upon daily by the DQRCE, COO, Senior Executive, Medical, Territorial and Regional Leadership to provide advice, assistance, support and recommendations on all

patient safety incidents, critical incidents, unusual occurrences, and various quality issues, concerns, and situations that involve IPAC or MDR and often arise unexpectedly.

The Manager provides leadership in IPAC or MDR investigations, legal reviews, coroner's investigations, potential litigation incidents and all patient safety incidents, critical incidents and unusual occurrences related to IPAC or MDR, which can require immediate and accurate attention. Many of the issues that arise from these investigations are unique, complex, very personal and of a highly confidential nature, and generally relate to patients/clients, staff, physicians and/or the business operations of the organization. Consequently, the nature of these investigations will require the incumbent to develop therapeutic, client centered relationships with individuals who have experienced traumatic events as a result of system errors. Given the nature of these investigations some patients, clients and/or staff may become abusive.

The Manager is responsible for overseeing the management of Infection Prevention and Control and Medical Device Reprocessing (MDR) initiatives across the NTHSSA that facilitate and/or support the delivery and improvement of patient and client care. The Manager will provide leadership in the Accreditation process and overall support to the implementation of quality initiatives. This role, in collaboration with numerous key stakeholders, will facilitate and support the utilization of IPAC best practice standards to promote quality client and patient care, including Accreditation Canada's Required Organizational Practices (ROPs) for hand hygiene, tracking health care-associated infections, and management of medical device sterilization practices.

The Manager works collaboratively with the Chief Operating Officers of regional authorities, groups of professional and non-professional staff within the Northwest Territories, staff of DHSS, the TCSA and HRHSSA to facilitate the development and delivery of IPAC and MDR programs and services. The Manager works with colleagues in the NTHSSA to ensure that an integrated approach to service planning occurs throughout the NWT. The Manager chairs the Territorial Accreditation Infection Prevention and Control Team and the Medical Device Reprocessing teams and, as needed, attends various Standards Team(s) meetings to support IPAC and MDR initiatives and the Accreditation process Territory-wide.

The Manager has a close working relationship with the Territorial Managers in Health Services, the Territorial Risk Manager (TRM), the Territorial Manager of Quality and Best Practices and the Territorial Manager of Client Experience and Clinical Education. The Manager maintains relationships with the Chief Medical Officer of Health, Medical Practitioners across Canada, Accreditation Canada, Alberta Health Services, Health Canada, the Canadian Patient Safety Institute, IPAC Canada, External Insurers, and participates in National and International Communities of Practice to share and develop best practices.

The Manager is required to maintain a working knowledge of risk management, client experience, clinical education and quality management to provide leave coverage for the Manager colleagues in the Division. The Manager also shares leave coverage for the Director of Quality, Risk and Client Experience.

The Manager has a significant amount of latitude provided that the policies, guidelines and interests of the GNWT are complied with. This latitude is tempered by the knowledge that incorrect decision-making is likely to result in harm to the reputation of the NTHSSA, diminished public confidence in the health and social services system and could ultimately result in harm to future patients entering the health and social services system. A variety of duties are assigned to the Manager and the incumbent must effectively assess and prioritize incident investigations and other projects in order to achieve a successful outcome.

RESPONSIBILITIES

1. Provides subject matter expertise throughout the NTHSSA on infection prevention and control and medical device reprocessing risk assessment, mitigation and evaluation, incident investigation, and Accreditation.

- Provides advice, recommendations and subject matter expertise on all patient complaint and concerns regarding IPAC or MDR, investigations into all patient safety incidents, critical incidents and unusual occurrences related to IPAC or MDR, the interpretation of legislation and regulations, the development of policies and procedures and the implementation of best practices at the regional and territorial level.
- Actively leads and participates in a variety of planning and decision-making meetings and activities throughout the NWT, ensuring that all processes, procedures and consider infection prevention and control strategies and medical device reprocessing standards (where applicable) and align with the Accreditation Canada standards.
- Utilizes subject matter expertise to combine knowledge and data collected through the incident reporting system to proactively review IPAC or MDR incidents, actively investigate complaints and concerns, identify areas for improvement, and provide insights and recommendations to NTHSSA, TCSA, HRHSSA and the DHSS.
- Provides advice and leadership to the IPAC Coordinators on areas of risk assessment, identification, mitigation and incident investigation for clinical issues.
- In collaboration with the Territorial Manager of Quality and Best Practices, leads and manages the response of the IPAC Coordinators to emotionally disturbing client complaints and investigations including non-violent crisis interventions with clients and crisis debriefing sessions with the team.
- Utilizes subject matter expertise to lead the development of IPAC and MDR program and service area quality indicators, identifying trends within NTHSSA, managing and leading the development of initiatives to address the trends and further reporting to identify areas of opportunity or risk.
- Maintains a working knowledge of Quality management, Client experience, Clinical education and Risk Management to provide leave coverage for the Territorial Managers of Quality and Best Practice, Client Experience and Clinical Education and Risk. The Manager also shares leave coverage for the Director of Quality, Risk and Client Experience.

2. Leads, investigates, coordinates and evaluates all patient safety incidents, critical incidents and unusual occurrences related to IPAC and MDR throughout the

NTHSSA, in collaboration with the Privacy Specialist, CEO, COO's, Territorial Managers, Regional Managers and other stakeholders.

- Proactively leads the intake and investigation of all patient safety incidents, critical incidents and unusual occurrences involving IPAC or MDR. This includes an initial discussion and disclosure of the incident to the patient, client or family. The incumbent is usually the first point of contact for patients experiencing grief or trauma as a result of system errors and offers the apology, under the Apology Act, to the patient, client or family.
 - Throughout these investigations, the Manager is required to maintain a therapeutic relationship with the patient, client or family and provide them with frequent updates, referrals, advice and be their advocate throughout the process.
 - The Manager is responsible to ensure a thorough analysis of all details surrounding all patient safety incidents, critical incidents and unusual occurrences involving IPAC or MDR is completed including conducting interviews with staff, practitioners, patients, clients and families, as well as other stakeholders as deemed necessary to ensure due diligence (RCMP, Legal Advisors, GNWT Risk Management, Chief Public Health Officer, etc.).
 - Ensures the chain of evidence and continuity of incident investigations are maintained.
 - The Manager is responsible for ensuring a qualitative report is completed for all patient safety incidents, critical incidents and unusual occurrences involving IPAC or MDR, that the results are professionally and sensitively provided to the patient, client or family and that all recommendations are acted upon.
 - The Manager is responsible for providing the patient, client or family with the final apology and disclosure at a final disclosure meeting that includes the appropriate program or service representative. The incumbent is responsible for ensuring that the communication at this meeting is professional, respectful and that the family is provided with the support, resources and referrals necessary.
 - Facilitates, supports, tracks and trends regional systems review processes and investigations in response to critical incidents, adverse events and complaints involving IPAC and MDR, including the development of reports and recommendations on necessary quality improvements.
 - Assists in the preparation and submission of all potential lawsuits and insurance claims for the Insurer and Legal Counsel, in a proactive, timely and concise fashion.
- 3. Provides leadership in planning, developing, implementing, maintaining and evaluating the Territorial Infection Prevention and Control Program.**
- Leads the development, implementation and evaluation of the NTHSSA Infection Prevention and Control Framework.
 - Leads the development and monitoring of effective reporting on all aspects of the NTHSSA's IPAC program and leads the implementation of needs assessments that facilitate the development of IPAC programming.
 - Develops, implements and maintains a Territorial surveillance system for the timely collection, analysis and reporting of communicable diseases.

- Provides subject matter expertise and leads the compliance of all construction projects impacting all areas throughout the NTHSSA, with CSA Standard Z317 for facilities maintenance and contractors conducting maintenance or repairs.
 - Manages the evaluation of the delivery of IPAC through development of key indicators which facilitates the monitoring, analysis and trending of Territorial data on nosocomial infections.
 - Leads the NTHSSA wide planning, development, implementation and monitoring of the Canadian Patient Safety bundles for infection prevention and control including: ventilator acquired pneumonia, central lines infections, urinary tract infections, and surgical site infections.
 - Provides leadership, support and advice for regional IPAC coordinators and regional IPAC committees.
- 4. Provides leadership in planning, developing, implementing, maintaining and evaluating the Territorial Medical Devices Reprocessing program.**
- Leads the development, implementation and evaluation of the NTHSSA Medical Devices Reprocessing plan, coordinating with the TCSCA, HRHSSA.
 - Leads the development and monitoring of effective reporting on all aspects of the NTHSSA's MDR program and leads the implementation of needs assessments that facilitate the development of MDR programming and staff education programs.
 - Evaluates the delivery of MDR processes through development of key indicators which facilitate the monitoring, analysis and trending of Territorial data on MDR related infections.
 - Provides leadership, support and advice for regional IPAC coordinators and regional IPAC committees on MDR practices and processes.
 - Develop, implement, maintain and ensure the evaluation of standardized IPAC and MDR orientation and ongoing training for all NTHSSA staff.
- 5. Leads the IPAC and MDR Accreditation Process in the NTHSSA.**
- Leads the Territorial IPAC and MDR Accreditation Teams providing support to regional and territorial staff.
 - Supports Senior Management and colleagues on IPAC and MDR self-assessment findings, survey findings and the development of action plans to address any deficiencies.
 - Leads the development of IPAC and MDR strategies required to address non-compliance with Accreditation Canada standards.
 - Assists with the planning and organizing of mock tracing activities throughout NTHSSA for IPAC and MDR.
- 6. Provides leadership on IPAC and MDR policy development or amendment.**
- Develops and amends NTHSSA IPAC and MDR policies, procedures, protocols following the NTHSSA Policy Framework and the Territorial Infection Control Manual in collaboration with senior management and key stakeholders.

- Develops, implements, monitors and evaluates a process to identify the need for new, updated or amended IPAC and MDR policies in collaboration with staff, including communication and distribution of new or changed policies.
- Promotes ongoing education and orientation on new, updated or amended IPAC and MDR policies, procedures, protocols guidelines, legislation and professional practice issues (e.g. liability issues) in collaboration with program Managers and Leads, the Manager, Human Resources, and Staff Development.

7. Provides human resource and financial management leadership for the Infection Prevention and Control and Medical Devices Reprocessing team.

- Leads the Infection Prevention and Control and Medical Devices Team in line with current GNWT human resource practices and policies.
- Promotes and supports collaborative and equitable labor relations practices. Is aware of and follows the GNWT Human Resource Policies and Guidelines and the Union of Northern Workers Contract.
- Conducts regular meetings and team building activities with staff and follows performance management practice of GNWT.
- Participates in the screening and selection of staff reporting directly to the incumbent in conjunction with the Human Resources staff.
- Writes and reviews job descriptions to reflect work responsibilities of staff.
- Ensures ongoing analysis of financial data to include monitoring program expenditures and providing variance explanations.
- Develops, delivers and/or facilitates the delivery of orientation, in-service training, certification, and re-certification programs.
- Advises the DQRCE of significant developments in health services that could have implication for operations, including making recommendations for corrective actions.
- Drafts annual operating budget and provides variance explanations for the IPAC and MDR program.
- Prepares detailed proposals for the Director, Quality, Risk and Client Experience to support program resources allocation.

WORKING CONDITIONS

Physical Demands

No unusual demands

Environmental Conditions

Incumbent will be in contact with patients, families and clients and conducting investigations on nursing units weekly within the health care environment posing significant risk for exposure to infectious diseases.

Sensory Demands

Daily the incumbent is required to develop therapeutic client centered relationships with impacted and traumatized individuals, while actively listening, communicating with and

observing patients, clients and families for cues to determine their mental and emotional status and intervene as necessary.

Mental Demands

On a daily basis the incumbent will be exposed to emotionally upsetting experiences while conducting investigations and providing advocacy, support, and resources to patients, clients, families, staff, lawyers and other stakeholders. On a daily basis the incumbent will be faced with potentially traumatic information as a result of the details revealed through the incident investigation process. The therapeutic relationship is initiated when the Manager discloses to the patient, client or family that trauma has occurred and offers an apology on behalf of the system. This relationship is then fostered by the Manager throughout the investigation, which can take many months to complete. Given the nature of the loss or trauma being revealed to the patient, client or family, some patients/clients may become abusive.

On a weekly basis, the incumbent will be faced with numerous ethical dilemmas that will challenge their morals while investigating incidents.

Daily, the incumbent will be exposed to numerous interruptions, unknown factors, uncontrolled work flow and competing demands as a result of an incident occurrence. Weekly the incumbent may be required to adjust their work hours into the evening and weekends to complete incident investigations.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of program management, including budget development, preparation, and control to ensure financial responsibilities are carried out effectively and efficiently.
- Knowledge of how to design and facilitate a change process. The ability to build and work with groups and teams, planning and implementing change; skilled in group dynamics and conflict resolution.
- Knowledge of Infection Prevention and Control management and surveillance including epidemiology and analysis, evaluation methods, mitigation of infectious diseases and outcome indicators.
- Ability to acquire and apply knowledge of health and social services legislation in the NWT, including the Hospital Insurance and Health and Social Services Administration Act, Public Health Act, Coroners' act, Safety Act and Regulations, WSCC Act and regulations, Access To Information and Protection of Privacy Act (ATIPPA), health Information Act (HIA) in order to assess, plan, implement and evaluate occupational health and Safety and infection control practices.
- Knowledge of legislation and policies that affect the delivery of health and social services legislation in the NWT.
- Knowledge of legal aspects of health and social services programs including release of information, rules of confidentiality, legalities in medical chart documentation, consent law and other medico-legal healthcare areas.
- Ability to apply a high level of sensitivity in responding to and handling client concerns.

- Inter-group skills to effectively lead and facilitate internal, external, individual or multidisciplinary division team or group.
- Interpersonal skills including effective communication, coaching and motivation is essential in order to manage the human resources assigned to the position so human resources performance is at optimal capacity and assisting staff and stakeholders to accept change.
- Organizational, time management, analytical, facilitation, and presentation skills to manage multi-disciplinary responsibilities in a timely and effective manner.
- Communication skills, both written and verbal to develop and maintain internal and external networks to achieve work objectives, with the ability to prioritize work in a team based setting.
- Analytical and problem solving skills to investigate and initiate corrective action to problems/issues encountered during the planning, development and delivery of operational initiatives, programs and services.
- Sensitive to the geographical and cultural needs of the people and understand how community and culture impact the delivery of health care.
- Ability to apply creative and innovative approaches to policies and health to meet territorial needs.
- Ability to develop and maintain positive working relationships with individuals, agencies, elected community leaders, and employees in order to communicate program information, including the ability to obtain and respond to feedback from these individuals.
- Ability to build solid partnerships and strategic alliances based on trust and to work with a variety of people from different backgrounds and personalities.

Typically, the above qualifications would be attained by:

Completion of a Bachelor's Degree in Nursing and a minimum of seven (7) years work-related experience in a health, or social services environment, including a minimum of two (2) years' experience as an infection prevention and control practitioner and two (2) years' experience leading a team.

ADDITIONAL REQUIREMENTS

Current registration/membership with the Registered Nurses Association of the Northwest Territories and Nunavut is required.

Proof of immunization in keeping with the current public health practices is required.

Certification with Board of Infection Control (CBIC) is required.

Assets include:

- Certification in Medical Device Reprocessing would be an asset

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