



IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Territorial Infection Prevention and Control Coordinator – Community and Long Term Care	
Position Number	Community	Division/Region
07-15200	Yellowknife	Quality, Risk and Client Experience/HQ

PURPOSE OF THE POSITION

The Territorial Infection Prevention and Control Coordinator – Community and Long Term Care is accountable for working collaboratively with stakeholders to ensure that Infection Prevention and Control standards are upheld in the provision of Community and Long Term Care services by providing support and advice on incident management and all aspects of Infection Prevention and Control in Community and Long Term Care services across the Northwest Territories Health and Social Services Authority (NTHSSA).

SCOPE

Reporting to the Manager, Infection Prevention and Control (IPAC) of the Northwest Territories Health and Social Services Authority (NTHSSA), the Territorial IPAC Coordinator – Community (Coordinator) is located in Yellowknife and is responsible for developing, implementing, monitoring and evaluating Community and Long Term Care IPAC programs across the Territory as well as conducting in-depth investigations into all patient safety incidents, critical incidents and unusual occurrences related to IPAC in Community and Long Term Care settings in the NTHSSA, and supporting investigations in Hay River and Tłıchǫ regions

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 Coordinator 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 Coordinator 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 all patient safety incidents, critical incidents and unusual occurrences 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 and territorial partners: the HRHSSA and the 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 Coordinator works closely with the TM – IPAC, the Territorial IPAC Specialist, the regional Chief Operating Officer (COO), the Territorial Managers of Community and Long Term Care and other 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 Community

and Long Term Care IPAC programs and services. The Coordinator will be called upon daily by the TM – IPAC, COO, Senior Executive, Medical, Territorial and Regional Leadership to provide advice, assistance, support and recommendations on all patient safety incidents, critical incidents, unusual occurrences related to IPAC in Community and Long Term Care, and various quality issues, concerns, and situations that often arise unexpectedly.

The Coordinator actively leads, plans, implements and evaluates in-depth investigations into all patient safety incidents, critical incidents and unusual occurrences involving IPAC. Additionally, the incumbent will also lead complaint investigations, medical and legal reviews, and investigations of high-risk incidents and potential litigation, 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 or the death of a loved one as a result of system errors. Given the nature of these investigations some patients, clients and/or staff may become abusive.

The Coordinator is responsible for supporting the design and delivery of a comprehensive IPAC program for Community and Long Term Care programs and services that include monitoring infections, investigating and monitoring outbreaks, establishing standards of practices and being the subject matter expert for Territorial Community and Long Term Care IPAC policies and procedures. The Coordinator contributes to the development of the IPAC program and the development of standardized procedures across the NWT through their participation on cross-territory initiatives and projects.

The Coordinator works with colleagues in the NTHSSA to ensure that an integrated approach to service planning occurs throughout the NWT. The Coordinator chairs the Regional Accreditation Infection Prevention and Control Team, sits on the Territorial IPAC and Medical Device Reprocessing (MDR) Accreditation Committees and, as needed, attends various Regional Standards Team(s) meetings to support IPAC initiatives and the Accreditation process Territory-wide.

The Coordinator is required to actively promote a high-quality, friendly, respectful workplace that is safe, healthy, supportive and client-centered. The Coordinator fosters respectful, compassionate, culturally appropriate care that is responsive to the needs, values, beliefs and preferences of the clients and their family, supporting mutually beneficial partnerships between clients, families and health care providers.

The Coordinator 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 NTSSA, 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 Coordinator 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 Community and Long Term Care infection prevention and control and incident investigation.

- Provides advice and subject matter expertise on all patient safety incidents, critical incidents and unusual occurrences involving IPAC in Community and Long Term Care, as well as on the interpretation of legislation and regulations, the development of policies and procedures and the implementation of best practices at the regional and territorial level in the areas of Community and Long Term Care infection prevention and control.
- Actively leads and participates in a variety of planning and decision-making meetings and activities throughout the NWT, ensuring that all Community and Long Term Care processes and procedures consider infection prevention and control strategies 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 Community and Long Term Care incidents throughout the Territory, actively investigate complaints and concerns, identify areas for improvement, and provide insights and recommendations to NTHSSA, TCSA, HRHSSA and the DHSS.
- Leads the tracking and evaluation of Community and Long Term Care data based on best practice guidelines, standards process reviews, and policy changes to analyze and identify territorial, regional and program specific quality trends.
- Utilizes subject matter expertise to lead the implementation and tracking of Community and Long Term Care IPAC 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.
- The Coordinator is required to provide leave coverage for other IPAC Coordinators throughout the NTHSSA and the Territorial IPAC Specialist.

2. Leads, investigates, coordinates and evaluates all patient safety incidents, critical incidents and unusual occurrences related to IPAC in Community and Long Term Care, in collaboration with the Territorial Manager, Quality and Best Practice.

- Proactively leads the intake and investigation of all patient safety incidents, critical incidents and unusual occurrences related to IPAC in Community and Long Term Care and other regions. 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, trauma or loss as a result of system errors and offers the apology, under the Apology Act, to the patient, client or family.
- Throughout these investigations, the Coordinator 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 Coordinator is responsible to ensure that a thorough analysis of all details surrounding all patient safety incidents, critical incidents and unusual occurrences

related to IPAC in Community and Long Term Care 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, DHSS, Legal Advisors, GNWT Risk Management, etc.).

- Ensures the chain of evidence and continuity of incident investigations are maintained.
- The Coordinator is responsible for ensuring a qualitative report is completed for all patient safety incidents, critical incidents and unusual occurrences related to IPAC in Community and Long Term Care, that the results are professionally and sensitively provided to the patient, client or family and that all recommendations are acted upon.
- The Coordinator 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 and supports regional systems review processes and investigations in response to critical incidents, adverse events and complaints related to IPAC in Community and Long Term Care, including the development of reports and recommendations on necessary quality improvements.
- Tracks and trends Quality reviews, incident investigations and unusual occurrences and related recommendations to ensure timely implementation and follow-up is completed in Community and Long Term Care.
- 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. Implements, maintains, and evaluates the Territorial Infection Prevention and Control Program in Community and Long Term Care settings throughout the NTHSSA.

- Coordinates the implementation and evaluation of the NTHSSA Infection Prevention and Control Framework in Community and Long Term Care settings in the NTHSSA, to ensure compliance with the standards of care outlined by Accreditation Canada.
- Coordinates the effective reporting on all aspects of the NTHSSA's IPAC program in Community and Long Term Care and leads the implementation of needs assessments that facilitate the development of IPAC programming and staff education programs for Community and Long Term Care to reduce the spread of infections and improve IPAC practices.
- Contributes data from Community and Long Term Care to the Territorial surveillance system for the timely collection, analysis and reporting of communicable diseases to identify and deal with risk and outbreak situations in order to minimize the risk to the organization, staff, clients and visitors.
- Leads the effective monitoring of all construction projects impacting Community and Long Term Care throughout the NTHSSA, ensuring compliance with CSA Standard Z317.13 for facilities maintenance and contractors conducting maintenance or repairs.
- Coordinates, delivers, and trends staff participation and evaluates the standardized IPAC orientation to all Community and Long Term Care staff across the Territory.

4. Implements, maintains, and evaluates the Territorial Infection Surveillance program in Community and Long Term Care settings throughout the NTHSSA.

- Coordinates the implementation and evaluation of the NTHSSA Surveillance program in Community and Long Term Care settings in the NTHSSA, to ensure compliance with the standards of care outlined by Accreditation Canada.
- Coordinates a needs assessment of Community and Long Term Care that facilitates the development of Community and Long Term Care surveillance practices and staff education programs to reduce the spread of infections and improve IPAC practices.
- Contributes data from Community and Long Term Care to the Territorial surveillance system for the timely collection, analysis and reporting of communicable diseases to identify and deal with risk and outbreak situations in order to minimize the risk to the organization, staff, clients and visitors.

5. Investigates and evaluates all Community and Long Term Care patient safety incidents that relate to IPAC.

- Participates in regional and territorial Community and Long Term Care systems review processes and investigations in response to Community and Long Term Care IPAC related incidents, adverse events and complaints.
- Coordinates incident disclosure and the development of reports and recommendations on necessary IPAC quality improvements to the Managers, Directors, COO's, the CEO and the Minister of Health.
- Coordinates the activities of external reviewers undertaking a quality review as a result of an IPAC incident.

6. Develops and amends IPAC policies and procedures.

- Develops and amends NTHSSA and Regional IPAC and policies, procedures, protocols following the NTHSSA Policy Framework and the Territorial Infection Control Manual in collaboration with key stakeholders.
- Identifies and develops new, updated or amended IPAC policies in collaboration with staff, including communication and distribution of new or changed policies.
- Provides ongoing education and orientation on new, updated or amended IPAC policies, procedures, protocols guidelines, legislation and professional practice issues (e.g. liability issues).

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 daily 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 Coordinator 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 Coordinator 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 Infection Prevention and Control management and surveillance including evaluation methods, epidemiology, infectious disease mitigation and outcome indicators.
- Knowledge of legislation that affects the delivery of health and social services in the NWT.
- 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.
- Ability to apply a high level of sensitivity in responding to and handling client and staff concerns.
- Knowledge of word processing programs, spreadsheets and SharePoint.
- Inter-group skills to effectively lead and facilitate internal, external, individual or multidisciplinary teams/groups.

- Interpersonal and inter-group skills to effectively lead and facilitate internal, external, individual or multidisciplinary division team or group.
- Organizational, time management, analytical, facilitation and presentation skills to manage multi-disciplinary responsibilities.
- Communications skills, both written and oral, to develop and maintain internal and external networks to achieve work objectives.
- 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.
- Ability to prioritize work in a team based setting.
- 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.
- Ability to understand the geographical and cultural needs of the people and to apply sensitivity to how community and culture impact the delivery of health care.

Typically, the above qualifications would be attained by:

Completion of a Bachelor's Degree in Nursing and a minimum of three (3) years work-related experience in a health or social services discipline.

ADDITIONAL REQUIREMENTS

Must be in good standing with the Registered Nurses Association of the Northwest Territories and Nunavut (RNANT/NU).

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

Completion of an IPAC Canada approved IPAC course is required.

Assets include:

- Certification with the Certification Board of Infection Control (CBIC)
- Membership with Infection Prevention and Control (IPAC) Canada.

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