



Supervisor, Health Records

Salary: Range 15, \$46.92 to \$56.03 per hour (\$91,494 to \$109,258 per year)

Status: Full Time Indeterminate

Competition #: 018-24

Closing Date: July 9, 2024

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. 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 to 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.

Qualifications:

- 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
- Completion of a certified Health Information Management program (HIM)
- To hold a professional designation as a Certified Health Information Management (CHIM)



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professional with a membership in good standing with the Canadian Health Information Management Association (CHIMA)

In addition to an attractive salary, we offer a Northern Allowance of \$2.73 per hour up to \$5,332 per year. All job offers are subject to references, a satisfactory Criminal Records Check (including vulnerable sector search) and an Employee Health Risk Assessment. Only those candidates selected for an interview will be contacted.

For full job description, including required knowledge, skills & abilities, please see job posting/job description on our website at www.hrhssa.org under the 'Careers' section.

How to apply:

Applicants should send their resume via email to hrhssa_competitions@gov.nt.ca or via Fax to (867) 874-8345