Government of
Northwest Territories

IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Endoscopy Booking Coordinator	
Position Number	**Community**	**Division/Region**
48-13137	Yellowknife	Patient Care Services / Stanton Territorial Hospital

PURPOSE OF THE POSITION

The Endoscopy Booking Coordinator is responsible for the timely and appropriate scheduling of all endoscopic procedures at Stanton Territorial Hospital. This position is also responsible for the optimal utilization of endoscopy suite time within an environment of constantly shifting priorities, also coordinating add-on cases during regular business hours.

SCOPE

The Northwest Territories Health and Social Services Authority (NTHSSA) is the single provider of all health and social services (HSS) in the Northwest Territories (NWT), with the exception of Hay River and Tłı̨chǫ regions, covering 1.2 million square kilometers and serving approximately 43,000 people, including First Nations, Inuit, Metis, and non-aboriginals. HSS includes the full range of primary, secondary and tertiary health services and social services including family services, protection services, care placements, mental health, addictions, and developmental activities, delivered by more than 1,400 health and social services staff.

While the Tłı̨chǫ Community Services Agency (TCSA) will operate under a separate board and Hay River Health and Social Services Agency (HRHSSA) will 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.

Stanton Territorial Hospital (Stanton) is located in Yellowknife and is the referral center for approximately 43,000 NWT residents and 5,900 residents from the Kitikmeot Region of Nunavut. Stanton provides health care services to adults and children on an inpatient/outpatient and outreach basis in order to restore health with dignity.

Stanton provides comprehensive endoscopy services and performs about 2700 endoscopy cases annually.

Located in Yellowknife the Endoscopy Booking Coordinator (Coordinator) reports to the Manager, Operating Room and Day Procedures (Manager), and is responsible for scheduling all endoscopic procedures performed at Stanton and maintaining the endoscopy waitlist for all general surgeons and internal medicine specialists, also managing any add-ons during business hours. The Coordinator is required to be focused and acutely aware of all the activities in the unit, as they are the first line of contact for all health professionals who access the unit.

The Coordinator is the main contact for endoscopic procedures and as part of the multidisciplinary team that includes but is not limited to patients, clinics, nursing units, and nursing stations, is responsible for communicating the daily and weekly endoscopy suite schedule to all necessary areas. This position acts as the primary resource responsible for coordinating the Endoscopy Suite schedule with patient, surgeon, and anesthetist availability, suite and equipment availability, emergency cases, cancellations as well as ensuring scheduling of pre-procedure appointments and performing post-operative patient follow up and feedback interviews for quality assurance. The patients are from the NWT and Kitikmeot region of Nunavut. More than 4,000 patients are admitted yearly for a wide variety of medical treatments, tests and/or medical/surgical procedures.

The Coordinator may be exposed to emotionally upsetting situations and is expected to remain calm and controlled in all situations and demonstrate compassionate care to the patient, family and other members of the health care team.

This position is vital to ensuring that services are provided in an efficient and timely manner. Scheduling, planning, coordinating, and implementing the services of individual client needs, as well as demonstrating sensitivity to geographical and cultural diversities, are several major skills required to perform this role. This position's responsibilities directly impact the quality of services delivered to clients and their families, and the cost of the services provided e.g. Medical Travel budget, hospital operating costs, nursing staff, and Physician Specialist costs. The Endoscopy Booking Coordinator is expected to remain calm and controlled regardless of the situation and demonstrate compassionate care to the patient, family and other members of the health care team.

RESPONSIBILITIES

1. **Coordinates and maintains an effective Endoscopy scheduling system for Stanton.**
    - Acts as the primary resource for Stanton’s centralized Endoscopy booking system.
    - Maintains a computerized database for all patients having endoscope at Stanton.
    - Contacts the patients, clinics, nursing unit and health centers to coordinate the completion of pre-procedure assessments and communicate the date and time for all treatments and procedures.
    - Ensures all endoscopist specific procedure/scheduling times are in accordance with the scheduling policy and procedures, including arranging anesthesia when needed.

- Ensures the accurate and appropriate scheduling of treatments and procedures to maximize the utilization of endoscopy and meet the patient's needs.
- Maintains effective communication between all staff and units involved in patient care.
- Under the direction of the Manager, gathers and maintains current data and client information for statistical, informational and educational purposes, e.g. tracking number of procedures, referrals, no shows and waitlist data.
- Prepares and maintains computerized data base for wait lists.
- Prepares and maintains the endoscopy waitlist for each surgeon and GI specialist.
- Drafts, prepares, maintains, and distributes a daily and weekly endoscopy slate.

2. Ensures the accurate and appropriate scheduling of all cases performed within the endoscopy program to maximize endoscopy suite utilization.

- Ensures all surgeon and GI specialist clinics have submitted the required documentation prior to scheduling any procedures. Has the authority to not schedule any procedure without the required documentation.
- Ensures all Surgeons and GI specialists are scheduled appropriately for each specific procedure and takes into consideration their individual procedure requests.
- Ensures maximum usage and efficiency of suite time by managing service block time.
- Creates yearly schedule for visiting specialists and coordinates block appropriately
- Maintains effective communication between the surgeons, GI specialists, Anesthetists, Endoscopy staff and patients to ensure pertinent information regarding endoscopic procedure scheduling is shared appropriately, anticipating endoscopic equipment/instrument needs.
- Communicates endoscopy schedule daily with clinics and nursing units.
- Works closely with the Manager, and Clinical Coordinator, Day Procedures, to ensure all procedures are scheduled accurately.

3. Assists in practice environments for safe, competent and ethical patient care.

- Schedules patients for pre endoscopy appointments.
- Communicates pre-endoscopy instructions to patients.
- Obtains all current patient information required for procedures and communicates all information to the team.
- Participates in committees, task forces and projects as related to endoscopy services.
- Acts as one of the primary resources for patients to answer their questions related to their endoscopy experience.
- Communicates cancellations to patients.
- Contacts patients and nursing stations post operatively for feedback and follow- up on endoscopy experience.

4. Provides administrative support to Endoscopy

- Communicates and collaborates with other members of the patient care team (within and beyond the unit) regarding changes in the schedule, and or issues with bookings.
- Maintains up to date contact information for Surgeons, GI specialists, and Anesthetists.
- Ensures that critical information or calls are forwarded as necessary.
- Maintains information on cancellation reasons.

- Prepares, distributes and files documents and reports as required.
- Tracking wait times for all endoscopic procedures to ensure Stanton is meeting the national benchmarks for wait times.
- Creates and maintains monthly anesthesia coverage calendar.

WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Demands

Within the hospital, the Endoscopy Booking Coordinator will be exposed to communicable diseases, blood and body fluid, and hazardous materials.

Sensory Demands

No unusual demands.

Mental Demands

The Endoscopy Booking Coordinator works in an atmosphere of change, critical patient flow and moment-to-moment readiness for emergencies. In addition, within the health care setting there can be significant lack of control over the work pace, with frequent interruptions. Clients may express concerns about their medical situation and their behaviours may be unpleasant and/or demanding.

KNOWLEDGE, SKILLS AND ABILITIES

- Medical terminology knowledge and application in scheduling surgical procedures.
- Knowledge of and sensitivity to geographic/cultural needs of patients and how this affects the delivery of health care to ensure sensitivity to patient needs.
- Ability to acquire knowledge and application of general records management and knowledge of medical filing system practices to keep accurate records.
- Skilled in the provision of timely and comprehensive clerical and administrative support.
- Ability to communicate effectively, both verbally and in writing.
- Knowledge of and an ability to network resources within and outside Stanton in order to ensure communication and support of patients/ their families in scheduling procedures.
- Skilled in the operation of computer programs such as Microsoft Word, Microsoft Excel, Microsoft Outlook, Outlook Calendar, and other email applications.
- Interpersonal skills to effectively work as a member of the endoscopy team in order to schedule procedures accurately.
- Organizational and planning skills and an ability to multitask while coordinating the scheduling of endoscopy procedures to maximize suite usage.
- Ability to respond to fluctuating workloads and demands in a fast paced environment.
- Ability to prioritize complex tasks and situations.
- Ability to work with minimal supervision and be self-directed.

- Time management skills to administer the multitude of activities to ensure patients are seen in a timely manner.
- Ability to problem solve independently within the scope of their roles and responsibilities.
- Able to orient new staff in the performance of duties and to ensure backup coverage by other staff.
- Ability to tolerate working in a medical environment where there may be exposure to hazards such as blood and body fluids or potentially upsetting situations.
- Ability to collect statistics.

Typically, the above qualifications would be attained by:

Grade 12 (High School/ Secondary School Diploma) and a medical terminology course.

Previous experience with health based information systems such as, MediPatient, LIS, IEHR, Resident Search, and PeopleSoft would be an asset.

ADDITIONAL REQUIREMENTS

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

Stanton Territorial Hospital has a number of certifications that are required upon hire, depending on the area where the employee works, including but not limited to: Aboriginal Cultural Awareness, Biohazardous Waste, Biosafety & Biosecurity, Infection Control, Workplace Hazardous Materials Information System (WHMIS) and others directly related to the incumbent's scope of practice.

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