

11/04/2016 10:59 FAX 1 709 497 8973

SIFN Social Health

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Memorandum of Understanding between Labrador - Grenfell Health and Sheshatshiu Innu First Nation and Mushuau Innu First Nation for access to the provincial Client Referral Management System (CRMS)

Access to CRMS

Labrador-Grenfell Regional Health Authority (LGH) will provide access to the immunization module of the Client Referral Management System (CRMS) to:

- Community Health Nurses (CHNs) employed by Mushuau Innu First Nation (MIFN)
- Community Health Nurses (CHNs) employed by Sheshatshiu Innu First Nation (SIFN)
- Home and Community Care Nurses (HCCNs) who provide immunizations, employed by Sheshatshiu Innu First Nation (SIFN)
- Home and Community Care Nurses (HCCNs) who provide immunizations, employed by Mushuau Innu First Nation (SIFN)

Key Contacts

This agreement will be administered on a daily basis by the LGH Manager of Community Health and the SIFN, MIFN super user. Any issues that cannot be resolved at this level will be escalated to the respective directors.

CRMS Training and Orientation

LGH will provide initial CRMS orientation and training to CHNs and HCCNs employed by SIFN and MIFN at no cost to LGH. SIFN and MIFN will identify a super user; LGH will train the super user and observe their initial training for SIFN and MIFN staff. The super user will ensure SIFN and MIFN staff maintain competency and will train future staff. The super user will be the contact person between LGH's (Community Health Manager), SIFN and MIFN.

LGH Community Health Manager will provide training to the SIFN and MIFN super user on conducting audits as part of the orientation process.

SIFN and MIFN will assume costs associated with the orientation and training provided by LGH to the SIFN and MIFN staff.

Nursing Practice

SIFN and MIFN will continue to adhere to all provincial/regional immunization policies contained in the *Newfoundland and Labrador Immunization Manual* and will refer to the Department of Health and Community Services website for the up to date versions of the manual.

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SIFN and MIFN staff will conduct regular audits to ensure inactive clients files are closed out.

The SIFN and MIFN super user is responsible to:

- Apply the same control mechanisms that are used by LGH employees using CRMS.
- Conduct CRMS audits of CHNs and HCCNs to ensure required measures are being followed to protect personal health information. How often?
- Bring concerns from the audits to the attention of the CHN/HCCN and the SIFN and MIFN Health Director.
- Provide recommendations/direction regarding areas for improvement /correction to the CHN/HCCN and SIFN and MIFN Health Director.

SIFN and MIFN Health Director will be solely responsible for addressing and directing any professional practice concerns. They are responsible to contact LGH for recommendations/directions and will report back to LGH once the recommendations have been completed.

If the issue remains unresolved, LGH will refer to the Health Director for resolution.

LGH retains the authority to revoke access should recommendations and processes not be followed.

Privacy

SIFN and MIFN will adhere to all applicable LGH policies including privacy and computer use. These policies will be communicated at the orientation sessions. All SIFN and MIFN applicable staff will complete Labrador-Grenfell Health's Oath/Affirmation of Confidentiality and complete the online Personal Health Information Act (PHIA) privacy education module.

IT Support

Each SIFN and MIFN CHN will have a dedicated computer for the purpose of CRMS documentation, located at their work station. All computers will be the property of LGH. SIFN and MIFN will be invoiced the cost of the computers, all computer replacement costs will be the responsibility of SIFN and MIFN.

LGH will provide first line CRMS technical support to SIFN and MIFN coordinated through the identified super user, at no cost and on a continuous basis. Computer technical support will be provided through the LGH IM&T help desk.

CRMS Reports

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In addition to the documentation of immunizations, the SIFN and MIFN Health Directors and the CHNs/HCCN will have access to all reports produced by the modules of CRMS that they use. LGH will periodically run audit reports for user access to CRMS to review appropriate usage of the system. Any identified concerns will be communicated to SIFN and MIFN Health Director and the LGH privacy manager.

LGH retains the right to address confidentiality breaches and will direct SIFN and MIFN Health Director on appropriate disciplinary actions.

SIFN and MIFN will extract and analyze CRMS data required for provincial reporting purposes as required. LGH will train the super user to generate reports and provincial reporting of data.

Dated on 03 day of Nov 2016

Signature [Handwritten Signature] LGH *Jan. 9/17*

Signature [Handwritten Signature] SIFN

Signature _____ MIFN