Position Title: Health Information Supervisor
Department: Health Records and Patient Registration
Employee Group: Non-Union Position Status: Full Time
Pay Band: NU09; $38.08 to $45.98 (2025 rates)
Posting No.: 26-145RP
Posting Date: October 30, 2026
Deadline to Apply: External: Until Filled
Current Vacancy: Yes

**About the Position**

Reporting to the Director Health Information and Privacy Officer, this position is responsible for assisting the Director in leading the Health Records, Patient Registration/Switchboard and Privacy Protocols for Norfolk General Hospital and West Haldimand General Hospital. This position works in a fast-paced environment and must adjust to emergent situations. This position ensures compliance with legislative, accreditation and organizational requirements while promoting high-quality patient service, data integrity, privacy protocols, and efficient departmental operations such as managing staff schedules, updating departmental policies and procedures, analyzing performance metrics, addressing staff concerns and assisting the Director, Health Information and Privacy Officer in other duties.

**Major Responsibilities**

- Developing/approving staff schedules, updating departmental policies/procedures, completing performance reviews, conducting workflow analysis and developing reference documents
- Collaborate with Director, Health Information and Privacy Officer with the development/revisions of departmental procedures, conduct workflow analysis, and review/refresh reference documents to support the onboarding of new staff members.
- Develop and refresh departmental performance metrics as it aligns with the strategic goals, and provide interpretation of data to ensure compliance
- Compile, analyze and report information and statistics from various databases to support the development and interpretation of analytic reports for hospital decision makers including hospital committees, as required.
- Monitor physician documentation deficiencies and record completion requirements.
- Communicate with medical staff regarding outstanding records and escalate concerns through established medical staff leadership channels, as required.
- Prepare physician delinquency reports and related performance metrics.
- Develop, implement and co-ordinate data quality activities including workflow analysis such as scanning of paper charts workflow and reconciling of registered patients with coded data (DAD and NACRS data holdings)
- Provide support for coding and abstracting activities, when required
- Improve the data collection processes, workflow and system development and reporting mechanisms, when needed and update the reference documents to support any changes to the workflows with data collection and reporting requirements.
- Responsible to submit reports at the prescribed deadlines to regional or local data repositories.
- Provide support and perform other Health Information portfolio duties including processing release of information and Freedom of Information requests
- Attend NGH/WHGH Hospital Orientation to present the hospital's Privacy Policies/Procedures and Protocols.
- Collaborate with Clinical Leaders regarding NGH and WHGH Switchboard scheduling, including break coverage and shift assignments.
- Communicate and follow up with physicians regarding the completion of patient records and related documentation requirements.
- Collaborate with departmental leaders to identify workflow efficiencies, improve cross-departmental processes, and work toward standardization of practices across departments.
- Work with IT team relating to Health Information applications such as WinRecs and scanning workflows
- Provide guidance with retention and destruction of records complying with legislations, OHA guidance report and hospital policy and procedures
- Interact with patients and their family members regarding their clinical records and hospital release of information protocols, when needed
- Answer questions from OH relating to records management and patient registration standards
- Interact with professional colleges relating to documentation audits by their members

- Provide back up to the Director, Health Information and Privacy Officer
- Other duties as assigned.

**Leadership Duties:**

- Supervise the Health Records, Patient Registration and/or Switchboard staff at NGH and WHGH
- Address staff concerns in a timely manner and escalate concerns when required
- Participate in the hiring, terminating, performance management activities in accordance with hospital policies and collective agreements.
- Collaborate with Human Resources on progressive discipline
- Complete performance reviews and manage performance of clerical teams
- Work with Human Resources regarding staff issues, collective agreement implementation and other labour relation matters related to staff
- Approve vacation, scheduling changes, time and attendance
- Approve timesheets for payroll
- This role performs role requirements in such a manner that demonstrates commitment to NGH and WHGH mission, vision and values
- Provide feedback and tracking of budget and expenditures for department including invoice verification; monitor of variance reports

**Qualifications, Experience and Skill Requirements:**

- 2 year college diploma in Health Information Management accredited program or related field
- 3 years of progressive supervisory experience in an unionized and fast paced environment
- Must be Certified in Health Information Management (CHIM) or equivalent
- Must be an active membership and in good standing with Canadian Health Information Management Association (CHIMA)
- Demonstrated application experience with the Ontario privacy legislation including the Personal Health Information Protection Act (PHIPA), Freedom of Information and Protection of Privacy legislation and applicable healthcare regulatory requirements.
- Demonstrated experience in Records Management, Patient Registration standards, Bed Management, and Switchboard activities
- Patient Registration/Switchboard and privacy protocols.
- Experience in Lean methodology, quality improvement methodologies, change management and process redesign preferred.
- Knowledge of Accreditation Canada standards related to Health Information Management, Privacy, Records Management, Patient Registration standards.
- Experience with Performance Management metrics and dashboard
- Experience with coding and abstracting, submission of NACRS/DAD files, developing reports to support statistical analysis in an acute care and complex continuing care setting.
- Current knowledge of ICD-10-CA/CCI, SnoMed CT, Case Costing and CIHI tools
- Experience with data/information analysis in acute care setting specifically hospital clinical and financial data with the use of statistical methodologies.
- Advanced presentation and computer skills with experience in WinRecs 3 and its modules, Word, Excel, PowerPoint, Meditech and Windows based programs, Crystal Report Writer, Tableau and Quality improvement tools.
- Advanced knowledge of current hospital agreements, privacy and health care legislation including records management, patient flow and artificial intelligence with enterprise voice recognition system.
- Advanced report writing, communication and interpersonal skills
- Advanced skills in prioritizing workload, work independently as well as part of a team, take initiative in areas of responsibility and model positive change
- Ability to work co-operatively and collaboratively with all levels of hospital staff and medical staff
- Clear regular police clearance
- Valid Ontario G level license

**Hours of Work –** Monday – Friday 37.5 hours per week. Hours of work may be adjusted based on operational need. Travel between work locations is required.

**How to apply:**
Interested applicants must submit an updated resume to the Human Resources Department by e-mailing nghhr@ngh.on.ca referring to the above posting number.

**About Us**

Located in Simcoe, Ontario, Norfolk Hospital Nursing Home provides exceptional healthcare to a municipality of approximately 69,000 people. Our area of focus provides a continuum of service throughout the life span of the people we serve including Emergency, Critical Care, Obstetrics,

Pediatrics, Medicine, Surgery, and Complex Continuing Care. Employing approximately 700 highly skilled and dedicated employees, Norfolk General Hospital continues to be a full service 120-bed hospital with round the clock on-call coverage of Specialists in Surgery, Anesthesia, Internal Medicine, and Obstetrics, as well as on-site 24 hour per day medical coverage.

In order to ensure equal opportunities during the recruitment and selection process, Norfolk General Hospital and Norfolk Hospital Nursing Home provides accommodations for applicants with disabilities, upon request.
Norfolk General Hospital and Norfolk Hospital Nursing Home thanks all applicants for their interest. Please note that only those applicants selected for an interview will be contacted. Please be advised Norfolk General Hospital, Norfolk Hospital Nursing Home and West Haldimand General Hospital do not use AI to aide in the recruitment process.