Government of
Northwest Territories

CCIS Role Boundaries & Access Governance

Department of Health and Social Services (DHSS)

Version – 5.0

Roles	Authorized Access	Enforced Restrictions	Description of Role Access and Rationale
Role 1: Administrative Intake Profile **(e.g. Unit Clerk, Medical Records)**	✓ Search a Client (Local CCIS & Registry search) ✓ Update Client from the Registry & Add a Client (Intake Registration) ✓ Transfer a Client (Regional & Inter-organizational Transfers) ✓ Full Case Activity lifecycle (Open Case, Change Status, Close Case / Discharge)	✕ Edit Client Demographics[i] & Merge a File ✕ Service delivery trackers & historical reviews (CIHI, Nursing, PSW/HSW SDT) ✕ Departmental reports & System Administration	This role conducts client registration into home and community care (HCC) so access to the administrative components is required (e.g. search, register, transfer and case lifecycle management). Restricted to administrative workflows—this role does not input or review service delivery trackers (SDT) or reports, so these access components are restricted to uphold privacy safeguards.
Role 2: Support Worker Profile **(e.g. Personal Support Worker, Home Support Worker)**	✓ Search a Client (Local CCIS only) ✓ CIHI Wait Time Tracker & View Historical Trackers - CIHI ✓ PSW/HSW Service Delivery Tracking (SDT) & View Historical Trackers - PSW/HSW	✕ Registry operations (Search Registry, Update, Add, Demographics, Transfer, Merge) ✕ Case lifecycle management (Open Case, Change Status, Close Case / Discharge) ✕ Clinical nursing tracking (Nursing SDT & Historical Nursing trackers) ✕ Departmental reports & System Administration	This role is dedicated to Personal Support Workers (PSW)/ Home Support Workers (HSW) that provide frontline service delivery. This role requires access to search existing local clients in their home and community care organization, and complete PSW/HSW client service delivery trackers (SDT) and CIHI wait time trackers. This role is restricted from registering a client to home and community care as that is the role of Role 1; and this role is restricted from running reports.
Role 3: Health Professional Profile **(e.g. Registered Nurse, Licensed Practical Nurse)**	✓ Search a Client (Local CCIS & Registry search) ✓ Update Client from the Registry & Add a Client (Client Onboarding) ✓ Full Case Activity lifecycle (Open Case, Change Status, Close Case / Discharge) ✓ Nursing Service Delivery Tracking (SDT) & View Historical Trackers - Nursing ✓ CIHI Wait Time Tracker & View Historical Trackers – CIHI ✓ View Historical Trackers - PSW/HSW	✕ Identity stewardship & transfers (Edit Client Demographics, transfer a Client, Merge a File) ✕ Support worker tracking entry (PSW/HSW SDT) ✕ Departmental Reports (CIHI, Nursing, PSW/HSW) ✕ Enterprise System Administration (Send Global Messages/Alerts, Edit Reference Data, Edit Application Options, Add / Remove Users)	This role is dedicated to Nurses (e.g. Registered Nurses and Licensed Practical Nurses) that provide frontline delivery service. This role has access to manage the complete client referral process (e.g. search, register, transfer and open client cases, and discharge). This role also requires access to complete Nursing client service delivery trackers (SDT) and CIHI wait time trackers. This role is restricted from transfers between home and community care organizations to safeguard client privacy and prevent unauthorized visibility into other home and community care organizations. This role is also restricted from running reports.
Role 4: Clinical Leadership Profile **(e.g. Clinical Coordinator, Nurse in Charge)**	✓ Client Management & data stewardship (Search Local/Registry, Update, Add, transfer a Client) ✓ Full Case Activity lifecycle (Open Case, Change Status, Close Case / Discharge) ✓ Cross-disciplinary Trackers (Nursing SDT, PSW/HSW SDT, CIHI Wait Times, and all Historical Trackers) ✓ Departmental Reports (CIHI, Nursing, PSW/HSW)	✕ Edit Client Demographics & Merge a File (reserved for System Administration) ✕ Enterprise System Administration (Send Global Messages/Alerts, Edit Reference Data, Edit Application Options, Add / Remove Users)	This role is for clinical frontline leaders/ supervisors that provide advanced clinical oversight and support. This role allows access to manage the complete client referral process (e.g. search, register, transfer and open client cases, and discharge), and access to all service delivery trackers (e.g. Nursing, PSW/HSW, CIHI), and all report generation. The role serves as a clinical superuser to support staff onboarding post-training.
Role 5: Oversight & Reporting Profile **(e.g. Manager, Clinical Director)**	✓ Search a Client (Local CCIS only) ✓ View Historical Trackers – CIHI, Nursing, PSW/ HSW ✓ Departmental & program reports across all domains: - CIHI Reports - Nursing Reports - PSW/HSW Reports - Audit reports	✕ Registry operations & identity stewardship (Search Registry, Update, Add, Demographics, Transfer, Merge) ✕ All Case Activity Actions (Open Case, Change Status, Close Case / Discharge) ✕ Active service delivery tracking entry (CIHI	This role is for managers or directors who provide program oversight to frontline supervisors rather than oversight to the details of frontline service delivery. This role can generate all departmental reports including audit reports, and review historical tracking logs to support program oversight. Strictly restricted from active direct care tracking entry, client intake/referral workflows, and system administration.

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		Wait Time Tracker, Nursing SDT, PSW/HSW SDT) ✕ Enterprise System Administration and user account management	
Role 6: System Administration Profile **(e.g. DHSS SCCS Department: Program Staff and CCIS Team)**	✓ Complete Client Management (Search Local/Registry, Update, Add, Edit Client Demographics, transfer a Client, Merge a File) ✓ Full Case Activity lifecycle (Open Case, Change Status, Close Case / Discharge) ✓ Complete Service Delivery Trackers & history (CIHI Wait Times, Nursing SDT, PSW/HSW SDT) ✓ All departmental Reports (CIHI, Nursing, PSW/HSW) including audit reports ✓ Complete System Administration (Send Global Messages/Alerts, Edit Reference Data, Edit Application Options, Add / Remove Users)	None (Full enterprise access; 0 operational restrictions enforced)	This role is for system administrators who require complete access to administrative, technical, and operational authority across all CCIS domains and roles. This role authorizes backend system configuration, user provisioning, reference data maintenance, and technical adjustments to support frontline operational needs, alongside providing comprehensive system education, onboarding, auditing and technical custody across the program.
Role 7: Educator	Access to the following features in TRAIN environment and not in the LIVE environment of client data: ✓ Client Management & data stewardship (Search Local/Registry, Update, Add, transfer a Client) ✓ Full Case Activity lifecycle (Open Case, Change Status, Close Case / Discharge) ✓ Cross-disciplinary Trackers (Nursing SDT, PSW/HSW SDT, CIHI Wait Times, and all Historical Trackers) ✓ Departmental Reports (CIHI, Nursing, PSW/HSW)	✕ Edit Client Demographics & Merge a File (reserved for System Administration) ✕ Enterprise System Administration (Send Global Messages/Alerts, Edit Reference Data, Edit Application Options, Add / Remove Users)	This role is for staff educators to support staff on use of CCIS. This role has access in alignment with 'Role 4 – Clinical Leadership Profile' but in the **TRAIN environment only** rather than the LIVE environment. This allows the Educator to train staff through the full system but not allow access to any client information.

[i] **Note:** In Phase 1 of CCIS the system is a one-way pull of information from EMPI client registry (e.g. it is not a two-way push) so any updates to demographics in the CCIS will not update the EMPI system and the EMPI system will override updates to demographics in CCIS when it is refreshed. Therefore, restricting the updating of demographics along profiles is intentional. Phase 1 involves using CCIS for activity trackers and reports, so charting and demographic information are to be maintained and updated in the current charting systems of each of the HCC programs rather than in CCIS.