



JUN 01 2020

RONALD BONNETROUGE
MLA, DEH CHO

Oral Question 106-19(2): Healthcare Services in Deh Cho Communities

This letter is in follow up to the Oral Question you raised on February 27, 2020 regarding the Healthcare Services in Deh Cho Communities.

I would like to confirm that we do regularly evaluate our health centres internally. The Northwest Territories Health and Social Services Authority (NTHSSA) Territorial Manager of Health Centres completes an audit on different processes each time they are at a health centre. As well, each health centre submits monthly indicators of care that are reviewed and analyzed for trends; improvements are then suggested based on these audits.

Further, the *Hospital Insurance and Health and Social Services Administration Act* authorizes the Minister to monitor, measure and evaluate the quality, accessibility, comprehensives and delivery of health services and social services. This authority underpins the constant goal of improving the quality of services and care for the residents of the Northwest Territories (NWT), and is used to send in inspectors and auditors to monitor, review and evaluate to ensure standards are being met. In addition, the Department of Health and Social Services is working collaboratively with the all Health Authorities to develop a Quality Framework to support system-wide quality assurance framework for dealing with concerns, reviews, and investigations and make ongoing recommendations to improve services and care.

In general, to make a complaint about services received, the patient, client or family member should contact their health or social services provider first. Clients can then follow up with regional client representatives if they are not satisfied. If they are still concerned, they may contact the Health and Social Services System Navigator. Complaints received by the NTHSSA against health centre staff in terms of the treatment received by patients are a particularly serious matter, and are investigated with the advice of the Department of Finance Human Resources branch. The extent of the investigation is responsive to the concerns expressed and

.../2

the information provided. Anonymous complaints, for example, provide an admonishment but no opportunity to follow up on what occurred. For this reason, we ask that complaints indicate the patient(s) and staff involved. This information is confidential. Confidentiality means it will be shared only with those necessary to fully understand the complaint and to decide on the resulting action. In all investigations, principles of due process must be followed to hear from everyone involved, and to ensure health centre staff can fully answer. The employer can then properly consider what corrective action is needed.

Complaints of professional misconduct may also be written to the Complaints Officer of the specific regulatory body of the health and social services professional. In addition to the Registered Nurses Association of the NWT and Nunavut, which addresses complaints regarding registered nurses or nurse practitioners, there are regulatory bodies for NWT physicians, dentists, pharmacists, social workers and registered midwives.

Thank you.



Diane Thom
Minister of Health and Social Services

c Clerk of the Legislative Assembly
Legislative Coordinator