



March 2, 2021

RONALD BONNETROUGE  
MLA, DEH CHO

**Oral Question 546-19(2): Diabetes Program in Small Communities**

This letter is in follow up to the Oral Question you raised on February 11, 2021 regarding the Diabetes Program in Small Communities.

Diabetes care is available in every community in the Northwest Territories, including Fort Providence, through primary care providers: Community Health Nurses, Nurse Practitioners, and family physicians. Specialized diabetes support is available to clients and the primary care team through regional dietitians and Stanton's internal medicine specialists.

People with diabetes are scheduled for regular blood work every 3 to 6 months. Most tests collected outside of Inuvik and Hay River are sent to the Stanton Territorial Hospital for processing. These reports are then sent back to the community through the Electronic Medical Record (EMR). The EMR has a set of rules which will automatically flag the Nurse in Charge or Primary Care Provider if a laboratory test is needed, if a test result needs review, and/or if a result is outside the optimal range for someone with diabetes. Having these automated rules helps health care providers monitor patients with diabetes and ensures they are receiving care that is timely, appropriate and follows approved clinical guidelines for diabetes management.

Primary Health Care Reform is a key territorial initiative to move our health system towards improved cultural safety and relationship-based care. In the Dehcho region, planning and development for an initiative to improve access to services for those with chronic conditions, starting with diabetes services, began in 2019. Initial engagement with staff and clients in the region led the Northwest Territories Health and Social Services Authority (NTHSSA) to modify the delivery of dietitian services and ensure more equitable access across the territory. Due to COVID-19, additional work on this initiative has been put on hold, but will resume as soon as possible. In the meantime, virtual care clinics in chronic disease management are being provided in the Dehcho.

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With respect to your personal experience with diabetes services in your home community, the NTHSSA has identified the following regional staff available to discuss any concerns:

Charmaine Offrey  
Regional Manager Primary Care  
(867) 695-7000

Natalie Campbell  
Quality Risk Manager, South  
(867) 872-6256

I trust that this information is helpful.

Thank you.

A handwritten signature in black ink that reads "JAGreen". The letters are cursive and connected.

Julie Green  
Minister of Health and Social Services

c Clerk of the Legislative Assembly

Legislative Coordinator  
Department of Executive and Indigenous Affairs