

NWT Community Health Core Service Standards & Protocols – Quick Reference Guide

The NWT Community Health Core Service Standards & Protocols have been updated to reflect current evidence in health care practice, and to reflect the priorities, goals and objectives as laid out in the DHSS strategic plan, *Caring for Our People: Strategic Plan for the NWT Health and Social Services System 2017-2020*.

What are the standards and protocols?

The Standards mandate, describe and define the core services delivered in NWT communities.

The Standards identify the minimum expected outcomes and requirements for all community health services. The Standards provide a structure by which Community Health Centers develop, operationalize and deliver their services. Indicators have been included for use to assess and evaluate the quality of service delivery, resource management and operational performance and expected outcomes.

Why use the Standards and Protocols?

The Standards are developed with the intended outcome of optimizing client care and well-being for NWT residents.

- The Standards are a practice oriented framework that assists all health care practitioners involved in the delivery of health services to provide equitable and consistent interdisciplinary care for all NWT residents.
- The protocols guide and provide tools in the operationalization of the services, provide useful points for teaching and guidance, and links practitioners to resources for additional information.

Who uses the Standards and Protocols?

Community Health Care Providers use the Standards and Protocols to ensure NWT residents are at the center of care.

- Core services are predominantly delivered by CHNs and PHNs in NWT communities; however, other health care practitioners are expected to deliver services in keeping with the Standards and Protocols.
- All staff involved in the delivery of core services are required to adhere to the Standards and use the Protocols in the provision of lifespan appropriate assessment, prevention, care, teaching and guidance.

When to use the Standards?

Any interaction with a client is an opportunity to deliver elements from the Community Health Core Standards.

- The Standards are organized by lifespan and further divided by main topics and sub topics which are relevant to that specific lifespan. Clinical judgement and the client's lived experience will requisite the use of multiple sections to ensure health needs are being met.
- Use the Standards with every opportunity to become familiar with expected outcomes and services.
Example:
 - A 12 year old states they have started menstruating. Simultaneous use of the Lifespan, Infant and Child Health Section and /or Adolescent Health section may be required to meet their health needs.
 - A Community Health Center organizes a full day event to provide well-child visits. CHNs and CHRs conduct well child assessments, and deliver health promotion activities as per the Lifespan and Infant and Child Health section.

How do the Standards contribute to quality of care?

Just as in the nursing process, implementation of a care plan must be evaluated to determine if the interventions led to the expected outcomes.

- Health care services need to be monitored continuously to ensure that quality service is being delivered.
- These Standards and Protocols can be used to assess the successes and/or challenges associated with the quality of programs, service delivery and the operational systems in place.
- Health Centre audits and departmental evaluations inform the progression and evolution of health care in the NWT.
- The HSS will review audits and reports to conduct service delivery assessments and evaluations using the requirements and indicators which are outlined in each section of the Standards and Protocols.

Please see reverse for breakdown of a section of the Community Health Core Program Standards



Breakdown of a section of the Community Health Core Services Standards

