



Recommendations from the External Investigation

The investigator advanced 16 recommendations for the consideration of the GNWT. Please note that the name of the specific community contained in the recommendations has been removed in order to better protect the confidentiality of the personal health information of the individual involved. The recommendations are as follows:

1. That the Government of the Northwest Territories (GNWT) train community home support workers, particularly those providing supports to Elders and individuals with disabilities to recognize acute medical conditions.
2. That the GNWT explores opportunities for trained nurses to oversee home care programs and community home support workers.
3. That the GNWT review and provide first responder training within the community of ---- to ensure standard medical care is provided at the earliest opportunity.
4. That the GNWT review methods and practices of medical transportation within the community of ---- to ensure patients are transported to the health centre in a suitable and medically equipped ambulance.
5. That the GNWT review and continuously monitor community health centres to ensure a full complement of health care providers.
6. That the GNWT review their Clinical Practice Guidelines for Primary and Community Care Nursing as it relates to Cerebrovascular Accidents (Stroke) and ensure that all the community nurses follow it.
7. That the GNWT review protocols at the Inuvik Hospital for dispatching medevacs including who is responsible to initiate the medevac and ensure this information is part of all orientation to new staff including all resident doctors in training.
8. That the GNWT review triage coding protocols to ensure patients are coded appropriately and receive the standard of care associated with each code.
9. That the GNWT reviews the charting process in the Inuvik Hospital with a view to improving the flow and documentation.



10. That the GNWT explore establishing stroke protocols including directly transporting the patient to the Stanton Hospital in Yellowknife if there is a high suspicion of stroke so that there is appropriate treatment in a timely manner.
11. That the GNWT explores establishing a stroke centre at the Stanton Hospital in Yellowknife.
12. That the GNWT implements a process to respond to patient and family concerns related to the care that they receive within the health care system.
13. That the GNWT in partnership with communities, recruit and train Indigenous first responders, nurses, and physicians from within the communities and surrounding areas to decrease turnover and transiency, ensuring continuity of care. This is in keeping with number 23 in The Calls to Action of the Truth and Reconciliation Report.
14. That the GNWT develop and initiate policies for the implementation of mandatory and ongoing cultural safety training, with content designed and delivered in partnership with the Indigenous community, for all health care workers. Cultural safety training should be grounded in an anti-oppression framework and include concepts of unconscious and perception bias (racism), Indigenous view of family including next of kin. This is in keeping with number 23 in the Calls to Action of the Truth and Reconciliation Report.
15. That the GNWT explores recruiting and retaining Indigenous Elders to work collaboratively on cultural safety training.
16. That the GNWT affect change within their health-care system to recognize the value of Aboriginal healing practices and use them in the treatment of Aboriginal patients in collaboration with Aboriginal healers and Elders where requested by Aboriginal patients. This is in keeping with number 22 in the Calls for Action of the Truth and Reconciliation Report.