

Action Plan for Critical Incident Investigation Report Recommendations

**2018
Update**

Many of the recommendations put forth in the Critical Incident Report are aligned with our current work that is underway at the Department of Health and Social Services. We are committed to working with other government departments to enhance program and service delivery to our patients.

Critical Incident Investigation Report Recommendations	Current Status	Actions Taken
<p>1. That the Government of Northwest Territories train community home support workers, particularly those providing support to Elders and individuals with disabilities to recognize acute medical conditions</p>	<p>Ongoing</p>	<p>All NWT regions organize annual educational opportunities for Home Support Workers (HSWs) and Long Term Care (LTC) staff including Elders in Motion, supportive care for clients with dementia, wound care, and palliative care training to name a few. Basic First Aid and CPR is also delivered annually by employers.</p> <p>In January 2018, the Northwest Territories Health and Social Services Authority (NTHSSA) held training for HSWs including education on strokes, diabetes, blood pressure, nutrition, elder abuse, falls prevention, hand washing, and information on guardianship & trusteeship. Two days were dedicated to a Supportive Pathways course, a program that focuses on providing supportive care to clients with dementia, ensuring the dignity and comfort of the individual is a priority.</p>
<p>2. That the Government of Northwest Territories explores opportunities for trained nurses to oversee home care programs and community home support workers.</p>	<p>Ongoing</p>	<p>Home Care Coordinators and managers in the regions provide support and oversight to the Home Care Program including liaising with the Community Health Nurses.</p> <p>In February 2018, the NTHSSA held an annual conference in Inuvik which included a variety of training sessions for nursing staff.</p> <p>From March 6-8, 2018, the NTHSSA hosted a 3-day workshop for front line staff with a specific focus on the importance of nursing</p>



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		<p>care and regular assessment of patients to reevaluate and respond to subtle changes.</p> <p>The Department is currently updating program standards for Community Health Nurses incorporating a standard focusing on Home Care.</p>
3. That the Government of Northwest Territories review and provide first responder training within the community of ... to ensure standard medical care is provided at the earliest opportunity.	Ongoing	<p>First Responder Training is available through the Department of Municipal and Community Affairs (MACA)-School of Community Government. Training is provided upon request from the community government and commitment from community participants. Training courses, including First Aid, First Responder and Emergency Medical Response, can be hosted at a community, regional or territorial level.</p>
4. That the Government of Northwest Territories 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.	Ongoing	<p>Oversight for ambulance service in the NWT is provided by MACA. The Department has partnered with MACA to review ground ambulance and highway rescue services. This work is ongoing as the management and delivery of this service in the NWT is challenging and complicated due to the large geographic area, low population base, and limited qualified volunteers in remote communities. MACA is currently working with community governments to assess fire protection capabilities, which also includes ambulance services.</p>
5. That the Government of Northwest Territories reviews and continuously monitor community health centres to ensure a full complement of health care providers.	Ongoing	<p>The Department of Human Resources works closely with the Health and Social Services Authorities (HSSAs) to ensure their staffing needs are met. When positions are not able to be staffed indeterminately or by a job share, they are filled with casual and locum staff. All staff are provided an orientation by the Nurse in Charge, the staff educator and/or the Manager of Community Health Centres.</p>

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<p>6. That the Government of Northwest Territories review their Clinical Practice Guidelines for Primary Community Care Nursing as it relates to Cerebrovascular Accidents (Stroke) and ensure that all the community nurses follow it.</p>	<p>Ongoing</p>	<p>Community Health Nurses use the <i>NWT Clinical Practice Guidelines (CPGs) for Primary Community Care Nursing</i>, as a tool for clinical guidance on assessment, interventions and treatment/referrals. These existing CPGs have a specific guideline for stroke management.</p> <p>The Department is in the process of updating and revising the current CPGs. As the guidelines are completed, we will ensure stroke management information is evidenced based and will include the appropriate protocols for assessment and treatment. This evidenced based work will be shared with the HSSAs for dissemination to nursing staff.</p>
<p>7. That the Government of Northwest Territories review protocols at the Inuvik Hospital for dispatching medivacs including who is responsible to initiate the medivac and ensure this information is part of all orientation to new staff including all resident doctors in training.</p>	<p>Completed</p>	<p>It has been established that all new employees in the emergency department at the Inuvik Regional hospital are orientated to the procedures and protocols related to Medivacs.</p>
<p>8. That the Government of Northwest Territories review triage coding protocols to ensure patients are coded appropriately and receive the standard of care associated with each code.</p>	<p>Ongoing</p>	<p>The Canadian Triage and Acuity Scale (CTAS) is a nationally recognized tool that is used to assess patients and provides a clinical decision making process to correctly identify a patient's needs, set priorities and implement appropriate investigation and treatment. CTAS is not currently a required standard in community health centers however,</p>

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		<p>Community health centres and the Inuvik Regional Hospital have implemented color-coded tools for identifying the correct CTAS scores when a patient is initially assessed in the community health centre. This allows a visual cue for all the nurses and physicians to code a patient correctly to ensure correct level of treatment is provided in the appropriate time frame. The Department is developing Community Health Centre Standards and will ensure there will be a standard for all nurses in community health center settings to be informed and trained in triage assessment and scoring.</p> <p>Nursing staff in the emergency departments at Stanton Territorial Hospital, Hay River Regional Health Centre and the Inuvik Regional Hospital have received training in CTAS. These facilities have guidelines and resources available for staff to guide their practice.</p>
<p>9. That the Government of Northwest Territories reviews the charting process in the Inuvik Hospital with a view to improving the flow and documentation.</p>	<p>Completed</p>	<p>In the NTHSSA Regions, including the Inuvik Regional Hospital, charting standards are in place. Each month charts in the emergency department are retrospectively audited for medication reconciliation, falls risk, and adherence to CTAS guidelines and tracking information.</p>
<p>10. That the Government of Northwest Territories 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</p>	<p>Ongoing</p>	<p>The clinical pathway for stroke management is outlined for Community Health Centres in the CPGs followed by immediate correspondence with Med-response and ER physicians. The Department is working with partners at NTHSSA, and Alberta Health Services to further refine our clinical pathways for stroke management to meet the needs of the communities in the NWT. This work is ongoing to ensure regular updates are available to</p>

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appropriate treatment in a timely manner.		provide relevant guidance to clinicians.
11. That the Government of Northwest Territories explores establishing a stroke centre at the Stanton Hospital in Yellowknife.	Completed	The Department and NTHSSA have met with Alberta Health Services Neurologists to explore the feasibility of establishing a stroke centre at Stanton Territorial Hospital. Due to our geography, and the time to access care, precludes our ability to have a viable stroke center in the NWT at this time. As an alternate, stroke centre clinical guidelines will be established to ensure appropriate care and response is delivered in a standardized manner across the territory.
12. That the Government of Northwest Territories implements a process to respond to patient and family concerns related to the care that they receive within the health care system.	Ongoing	<p>The Department has established a Territorial Quality Working Group and is working with the three HSSAs to address and improve responses to patient and family concerns across the system.</p> <p>A territorial-wide electronic incident-reporting program is expected to be fully implemented in summer 2018. This will help standardize and streamline the reporting of incidents.</p>
13. That the Government of Northwest Territories 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	Ongoing	<p>The recruitment of all GNWT employees and internships is done through the Department of Finance which follows the Affirmative Action Policy. The Department of Finance has programs available that all employees can apply on should they want or need training in a certain areas.</p> <p>MACA has developed a Volunteer Fire Fighter Recruitment and Retention Toolkit to all NWT communities. This toolkit provides volunteers, Fire Chiefs, senior administrative staff, and community governments with an overview of best practices to consider in the recruitment and retention of volunteer fire fighters. The toolkit is</p>

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<p>Reconciliation Report.</p>		<p>available on MACA’s website at the following location: http://www.maca.gov.nt.ca/sites/maca/files/volunteer-fire-fighter-recruitment-and-retention-toolkit.pdf</p> <p>Aurora College offers a Bachelor of Science in Nursing program. Their mission statement is focused on Student Success and is committed to supporting the development of our Northern Residents through excellence in education, training and research that is culturally sensitive and responsive to the people we serve.</p> <p>The Inuvialuit Regional Corporation has sponsored a two-year Practical Nursing program that will start in September, 2018 in Inuvik.</p> <p>The Department of Education, Culture and Employment (ECE) provides financial assistance to eligible Northwest Territories residents to assist with postsecondary education-related expenses. This Student Financial Assistance (SFA) program assists to remove financial barriers that may exist for education.</p>
<p>14. That the Government of Northwest Territories develop and initiate policies for the implementation of mandatory and ongoing cultural safety training, with content designed and delivered in partnership with the</p>	<p>Ongoing</p>	<p>The Department in partnership with ECE, and Strategic Human Resources, is developing mandatory cultural competency training modules for all GNWT employees.</p> <p>The Department is engaging partners and clients in the development of a Cultural Safety Action Plan as committed to in “Building a Culturally Respectful Health and Social Services</p>

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<p>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.</p>		<p>System” http://www.hss.gov.nt.ca/sites/hss/files/resources/building-culturally-respectful-hss-system.pdf The Action Plan will outline the staff training and development for health and social services system staff.</p>
<p>15. That the Government of Northwest Territories explores recruiting and retaining Indigenous Elders to work collaboratively on cultural safety training.</p>	<p>Ongoing</p>	<p>The Department is engaging partners to develop the Cultural Safety Action Plan. The development of the ensuing training will include an advisory role for Indigenous Elders.</p>
<p>16. That the Government of Northwest Territories 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</p>	<p>Ongoing</p>	<p>The GNWT is supporting the efforts of the Arctic Indigenous Wellness Foundation (AIWF) to establish an Indigenous Healing Centre at the Stanton Territorial Hospital Campus with the goal of having traditional healing available to all Indigenous patients in the future.</p> <p>The Department is updating program standards for Community Health Nurses which will incorporate elements of Indigenous culture, healing, and traditional medicines</p>

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