

Asked by:

Member for Tu Nedhé-Wiilideh

November 1, 2024

Complaints in the Health Care System

Mr. Speaker, in a health care setting, patient complaints can serve as a valuable resource for monitoring and improving patient safety. There are a few options available for Northwest Territories residents to make complaints regarding health care services they receive. Some of these options are:

- Submitting a complaint alleging professional misconduct or practice to the Professional Conduct Review Committee for the College and Association of Nurses of the Northwest Territories and Nunavut.
- Residents can also submit concerns about a regulated health or social services professional in writing to the Professional Licensing Office with Health and Social Services.
- There is also an Office of Client Experience with the Department of Health that provides a centralized intake process for complaints.
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Regarding complaints in the health system, can the Minister of Health and Social Services provide:

1. For the last five years, regarding the conduct of regulated health or social services professionals, specifically nurses employed by the Government of the Northwest Territories, the number of total complaints received annually by the Department of Health from 2019-2024;
2. The number of Human Resource investigations that occurred as a result of complaints made to either the Northwest Territories Health and Social Services Authority or the College and Association of Nurses concerning the conduct of regulated health or social services professionals, for each of the last five years.
3. The number of critical incident investigations conducted in our health system each year, over the last five years; and
4. The number of Indigenous investigators involved in conducting investigations in the health system.



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