



March 22, 2023

RONALD BONNETROUGE
MLA, DEH CHO

Oral Question 1367-19(2): Improving Healthcare in Small Communities

This letter is to follow up to the Oral Question you raised on February 14, 2023 regarding Improving Healthcare in Small Communities.

Audits conducted in the NTHSSA, including the Dehcho region, assess how a health service is administered. The audit process consists of an assessment of appropriate documentation in an individual's file, confirming that follow-up recommendation(s) for the specific concern is documented and followed, and that the recommendation provided correlates with the expected service standard. In addition, separate and specific audits are conducted to ensure information is transferred between health care providers or that medication information is documented and confirmed in accordance with the relevant policy.

A standardized approach to audits was initiated in 2019 however this work was impacted during the pandemic due to limited capacity. Regular audit processes tend to focus on specific areas. For example, the current audits are focused on reviewing the delivery of the diabetes prevention and management program.

Analysis of audits provide a baseline for future comparison and audit data set are analyzed by both community and region. Through a quality framework lens, interventions have been implemented to ensure consistent improvement to the service area. Trends identified will inform improvements into the delivery of services related to diabetes prevention and management.

For 2023/2024, NTHSSA will begin a new cycle to review and implement audits for the core health services delivered to health centres and health cabins.

Thank you.

Julie Green
Minister, Health and Social Services

c. Principal Secretary
Clerk of the Legislative Assembly