



Backgrounder

RECOMMENDATIONS TO QIKIQTANI GENERAL HOSPITAL AND STATUS OF RESPONSE:

A CT scan machine with necessary systems and personnel should be installed immediately. We believe that it would improve the health care for all citizens of Nunavut.

- **The department is in the process of a purchasing CT scanner, and making necessary renovations at the hospital to install the equipment. It is anticipated that the CT scanner will be fully operational by the end of March 2012.**

At each visit to the hospital the receptionist/admitting clerk shall verify and update next of kin information for that patient.

- **Clerks review and update patient information each time a patient registers.**

Where next of kin contact information exists in a patient's medical file, such information shall be displayed on the patient's wristband and used in the case that a patient who cannot communicate is in a life threatening situation.

- **The new electronic health records system provides medical staff with instant access to private and secure patient information, including contact information for next of kin.**

Under no circumstances shall a patient with a suspected head injury be released from the hospital to the custody of the RCMP.

- **Procedures related to when the RCMP need to be contacted are available to all medical staff. Training related to emergency medical treatment and patient care has been provided to hospital staff.**

The hospital shall ensure that proper monitoring instructions in all cases of a head injury shall be communicated to the patient or their next of kin.

- **Medical staff provides written instructions on monitoring possible head injuries to patients and/or next of kin.**

In the case where the medical staff feels a CT scan is necessary, prompt medevac of the patient to a facility equipped with a CT scanner shall be arranged.

- **Medevacs for CT scans are based on the physician's assessment of the patient's needs. Clinical decisions are based on the best interests of the patient. As indicated in a previous recommendation, the Qiqiktani General Hospital expects to have a CT scanner in operation by the end of March 2012.**

The hospital shall implement a secure area for problematic patients who need medical care instead of using the RCMP detachment to hold them in custody.

- **Qiqiktani General Hospital has two secure rooms available for problematic patients undergoing medical treatment.**

A secure environment at QGH is required 24/7. Additional staff (security staff) to cover for no shows or any other additional security needs shall be called in.

- **The security contract outlines requirements to provide security staff at the hospital as required.**

Security staff not be used to supervise problematic patients and that such duties shall be left to medical staff at QGH. Where resources do not allow for such, additional medical staff shall be called in.

- **A medical team approach is used when a patient is problematic.**

It is extremely important that orders issued by medical staff shall be properly communicated to all interested parties and not be changed or modified in any way by any party. Instructions from the medical staff shall be in written form.

- **Medical staff provides written orders and instructions to patients and guardians. The information provided is also included in the patient's charts.**

To provide translation services to patients at all times.

- **Translation services are provided to patients and family members as required.**

In the case where an unconscious patient is being medevaced to another health care facility and a medical escort is not travelling with the patient, the next of kin should be consulted prior to the patient leaving the north. The purpose of the consultation is to determine acceptable medical intervention on the part of the receiving medical facility. A medical consent form expressing the wish of the family shall accompany the patient.

- **An unconscious patient would be accompanied by medical personnel as required. The next of kin would also be notified to provide patient escort. Every effort is made to have a family member accompany a patient on a medevac flight.**

Due to issues with the Iqaluit cell phone system, the hospital shall implement a radio system that is able to communicate with the ambulances of the Iqaluit Fire Department.

- **Ambulance attendants call the emergency room nurse prior to a patient arriving at the hospital.**

Before joining the medical staff of QGH new staff members shall be made aware of all policies, rules and regulations that pertain to the discharge of patients or the transfer of patients to the custody of the RCMP.

- **Patients discharge and transfer procedures are provided to new staff during orientation and training sessions. The department is also developing documents to ensure staff receive and understand orientation materials.**

RECOMMENDATIONS TO GOVERNMENT OF NUNAVUT AND STATUS OF RESPONSE:

In order to reduce time lines for medevac purposes, it is recommended that there should always be a medevac plane located in Iqaluit. Ensure that such provisions are part of all future contracts awarded for medevac purposes.

- **The current medevac contract for this region is held by Kivalliq Air /Nunavut Lifeline. The new contract provides for a Learjet to be based in Iqaluit with a team of medical staff available to transport critically ill patients. This is a flying ‘intensive care unit.’**
- **This is the current practice of the Department of Health and Social Services.**

Health and Social Services must implement a territory-wide drug and alcohol abuse treatment program immediately.

- **Treatment programs remain a priority for the Government of Nunavut. The government continues to review the physical infrastructure and financial resources required to establish treatment programs that will best serve the needs of Nunavummiut.**