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Management Response and Action Plan

Audit of the First Nations and Inuit Home and Community Care Program

October 2014

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Recommendations	Management Response and Planned Management Action	Deliverables	Expected Completion Date	Responsibility
<p>Recommendation 1</p> <p><i>It is recommended that the Assistant Deputy Ministers of the First Nations and Inuit Health Branch develop an interim solution to stabilize the system and develop an options analysis to identify a permanent solution.</i></p>	Management agrees with the recommendation.			
	1.1 The First Nations and Inuit Home and Community Care Program's (the Program) e-SDRT and e-HRTT databases are updated regularly as communities and regions upload their program services and human resources data.	Develop a protocol to simplify the regular updating of the database while ensuring the sustainability of e-SDRT/e-HRTT system.	June 2015	Executive Director, First Nations and Inuit Primary Care
	1.2 Technical issues (for example, data upload issues) are monitored and addressed by information technology staff.	Develop an implementation plan for fixing identified technical issues.	June 2015	
	1.3 Based on our pilot initiative undertaken in Alberta with First Nations and the Canadian Institutes for Health Information, FNIHB will explore the deployment of an application currently used in provincial health systems prior to considering the development of a new FNIHB-specific solution.	Develop and present to senior management an options analysis exploring the implementation of Inter RAI-HC, in order to align with the provincial reporting system.	March 2015	

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<p>Recommendation 2</p> <p><i>It is recommended that the Assistant Deputy Ministers, First Nations and Inuit Health Branch, work with the Access to Information and Privacy Division to ensure that controls over the protection of personal information are appropriate.</i></p>	Management agrees with the recommendation.			
	<p>2.1 The First Nations and Inuit Home and Community Care Program is committed to protecting the privacy of its clients. It has been working with the Access to Information and Privacy (ATIP) Division to create a personal information bank. Given the kind of information currently collected and the fact that no complaints have been received regarding the system, the Program will conduct a privacy review in collaboration with the ATIP Division.</p>	<p>Work with the ATIP Division to conduct a Privacy Review of the existing HCC data system; identify issues and develop a plan to address gaps.</p>	<p>October 2015</p>	<p>Executive Director, First Nations and Inuit Primary Care</p>
<p>Recommendation 3</p> <p><i>It is recommended that the Assistant Deputy Ministers, First Nations and Inuit Health Branch, ensure consistency in the verification of liability coverage for all recipients.</i></p>	Management agrees with the recommendation.			
	<p>3.1 The First Nations and Inuit Home and Community Care Program will work with home and community care regional coordinators to update the Risk Management Appraisal Tool (RMAT). This update will include liability coverage verification.</p>	<p>Update the Risk Management Appraisal Tool.</p>	<p>June 2015</p>	<p>Executive Director, First Nations and Inuit Primary Care</p>

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	3.2 The First Nations and Inuit Home and Community Care Program will work with regional staff to establish a plan, including timelines, for verification of liability coverage using the Risk Management Appraisal Tool.	Develop a liability verification plan.	June 2015	Executive Director, First Nations and Inuit Primary Care
	3.3 Liability will be verified in accordance with this plan.	Develop a list of recipients with verified liability coverage.	December 2015	Executive Director, First Nations and Inuit Primary Care