

Conference Call: Notification of NOK of the Deceased. ER/PR Retesting
February 11, 2008

Present:

S. Freaed – Central RHA
P. Pilgrim – Eastern RHA
P. March – Northern RHA
Dr. Danka – Northern RHA
H. Predham – Eastern RHA

Notes:

P. Pilgrim notified the group that there is a change in Eastern Health's planned approach to notification of the Next of Kin (NOK) of deceased patients. The original plan had been communicated to all RHA's previously.

The new approach is as follows:

- Within the next week or so, there will be a public release of information resulting from the review of the database conducted by NLCHI for the Department of Health and Community Services. This release will be on behalf of the Minister of Health. It could take the form of a press release or a press conference....the details have not yet been finalized. As part of this release, there will be communication that *all results have been received including those of the deceased.*
- As part of the release there will be indication given that any NOK who want the results should call a certain number. For Eastern Health, this number will be the Director of the Cancer Care Program, Sharon Smith's office
- Sharon will receive calls and
 - Verify the identity of the NOK. Information on the deceased is being prepared by our Quality department for use by Sharon.
 - For those deceased patients whose results did not change, Sharon will communicate this.
 - For those deceased patients whose results did change, Sharon will communicate the change and indicate to the NOK that an information sheet has been prepared to provide further information. This will be forwarded to them. *Sharon will not be answering questions and will notify them that she is not able to do this.* We will provide the information on the sheet. **For any NOK who wants further information, Sharon will be prepared to talk to them about some approaches like going to the family doctor or, in cases where the oncologist is still available, contacting the oncologist. The decision will be left with them.**
 - **For the cases that are sent an information sheet, the same information will be sent to the doctor that the NOK indicate they will be following up with. A cover letter will accompany the Information Sheet.**

Following discussion of the process to be used by Eastern Health, the group decided:

- There would be only one number released publicly for all NOK, from any region. This would be to the Cancer Program. NOK for deceased patients from regions other than Eastern Health would be directed to these other regions by Sharon Smith. Central RHA provided Sherry Freak's number to Sharon. Sherry will do the coordination for Central. Paula March and Dr. Dankwa will notify Eastern Health further re the contact person and number for Northern RHA.
- The Information Sheet will be forwarded to all regions. It will be completed and distributed by Wednesday, February 13, 2008\
- Pat Pilgrim will contact the department of health to communicate the need to have communication people from all RHA's included in plans for the release by government. People on the call from other RHA's will also bring this back to their respective RHA's to notify the department about this.
- There has to be a finalization of the mechanism to be used to notify NOK, besides the information included in the release by government. This could take the form of public service announcements, newspaper ads, etc. Pat Pilgrim will follow up with the department and communications personnel involved and update people present at this meeting.
- Pat Pilgrim will contact NLCHI and request that the list of deceased, including the retest results be forwarded to each respective region. These lists will be sent to Sherry Freake at Central. Paula March at Northern and Western to be determined.
- Pat Pilgrim will follow up with Western RHA to notify them of the discussion outcome of this meeting.
- Obviously each RHA will decide other specifics based on the context of their respective region. What was agreed to at the meeting were the general parameters for the notification as outlined above.

Pat Pilgrim
February, 11, 2008

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