



MAY 17 2018

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**Oral Question 170-18(3): Privacy Breaches in Health Care Facilities**

This letter is in follow up to the Oral Question you raised on February 26, 2018, regarding privacy training and regular audit procedures for the Electronic Medical Record system (EMR). Our government remains committed to promoting a culture of privacy across the Northwest Territories (NWT) health and social services system, to support compliance with the *Health Information Act*.

**Privacy Training**

Prior to the enactment of the *Health Information Act* (HIA) in October 2015, territory-wide training has been on-going at both the Department of Health and Social Services (Department) and Northwest Territory Health and Social Services Authority (NTHSSA). Training is provided in specific modules: HIA Privacy Overview, Access and Correction, and most importantly, Train the Trainer. The goal is to provide the training tools and support materials throughout the regions, with each region appointing HIA Privacy Trainers.

In total, 964 employees from the NTHSSA, Hay River Health and Social Services Authority (HRHSSA) and Tłıchǫ Community Services Agency (TCSA) have received privacy training. This total accounts for approximately 51.30% of total health and social services staff; 54.71% of NTHSSA staff, 41.13% of HRHSSA staff, and 28.18% of TCSA staff.

The Department will be taking steps towards improving training rates across the NWT health and social services system going forward. One of these steps is to consistently record all staff receiving training during the HIA training sessions. As well, the Department approved new training modules earlier this year, and the NTHSSA's Territorial Risk Manager is currently travelling across the Territory, providing training sessions to health and social services staff.

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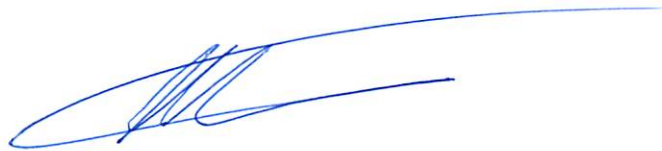
## **Audit Procedures for the EMR**

Auditing is conducted on the EMR on a territorial wide basis. There are two types of audit processes currently in place:

- Customized audits – initiated based on actual requests received that are internally or externally initiated
- Regular audits – where the system is reviewed using pre-defined criteria.

Improvement of privacy and security continues to be addressed with ongoing management of physical, administrative and technical safeguards across the NWT Health and Social Services system.

Thank you.



Glen Abernethy  
Minister of Health and Social Services

c Mr. Tim Mercer  
Clerk of the Legislative Assembly

Mr. David Hastings  
Legislative Coordinator  
Department of Executive and Indigenous Affairs