

Designated Agency Framework

Current State (2019)

Northern Health currently does not have a formalized Designated Agency framework. Organizationally, the oversight and responsibility for this work falls within the Department of Risk and Compliance and lead specifically by the Adult Abuse & Neglect Specialist (“the Specialist”). The role of the Specialist is to receive reports of abuse made by the public, to the Northern Health Adult Protection line (1-844-465-7414) and to ensure that an appropriate response is facilitated accordingly.

In the case where the call of concern is related to an existing (or previous) NHA client, the Specialist would connect with the clinician or team with the current (or previous) relationship to the adult and request that an investigation be initiated.

In the case where the call of concern is related to an adult with no current or previous involvement with NHA, the Specialist would seek out support from the most appropriate clinician or team. For example, if the adult was an acute care patient, a hospital social worker would be contacted. If the adult was in the community and was elderly and/or with a mental health condition, then the most appropriate clinical team would be contacted accordingly.

In the case where a health care provider becomes aware of a concern of potential abuse, neglect or self-neglect of someone whom they are supporting, the expectation would be that that same health care provider would investigate the concern and consult with the Specialist accordingly.

The key message for all employees of Northern Health is that we are all representatives of the Designated Agency and as such are responsible for ensuring all cases of concern are properly investigated.

Currently, within NHA only the Specialist is using the ReAct Reporting System to record details of investigations known to the Specialist and/or the Risk and compliance team, and where consultation and advice has been given. At this point, only the Specialist and other members of the Risk and Compliance team have access to the RRS.

There is a plan within NHA to roll out the use of the RRS for all clinical staff who are involved in a AGA investigation, however that roll out is contingent on the implementation of a more formalized DA response system across NHA.

For the most update information on the DA Framework for Northern Health please contact the Specialist;

By phone 1-844-465-7414

Or email adultprotection@northernhealth.ca