

DEATH REGISTRATION AND NOTIFICATION BLUEPRINT

DEATH NOTIFICATION WORKING GROUP

Presentation to the Joint Councils
September 14, 2016

Context for Today's Presentation

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How can we improve the timeliness of registering and reporting a death to other departments/agencies/organizations/countries?

How can we improve the service experience for citizens dealing with the death of a loved one?

- ? How are we currently collecting and **registering** death?
- ? How are we **notifying** other Provincial/Territorial and Federal government departments and agencies, and other countries?
- ? Which current processes are working, and which could we improve?
- ? How can we move toward improving Death Registration and Notification processes, at all levels?

Today's Agenda

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A. Current State Findings: Death Registration and Notification

---> Strengths, Challenges, Insights

B. Draft Blueprint for Death Registration and Notification

---> Ideal future state processes – People, Process, Technology, Service Delivery

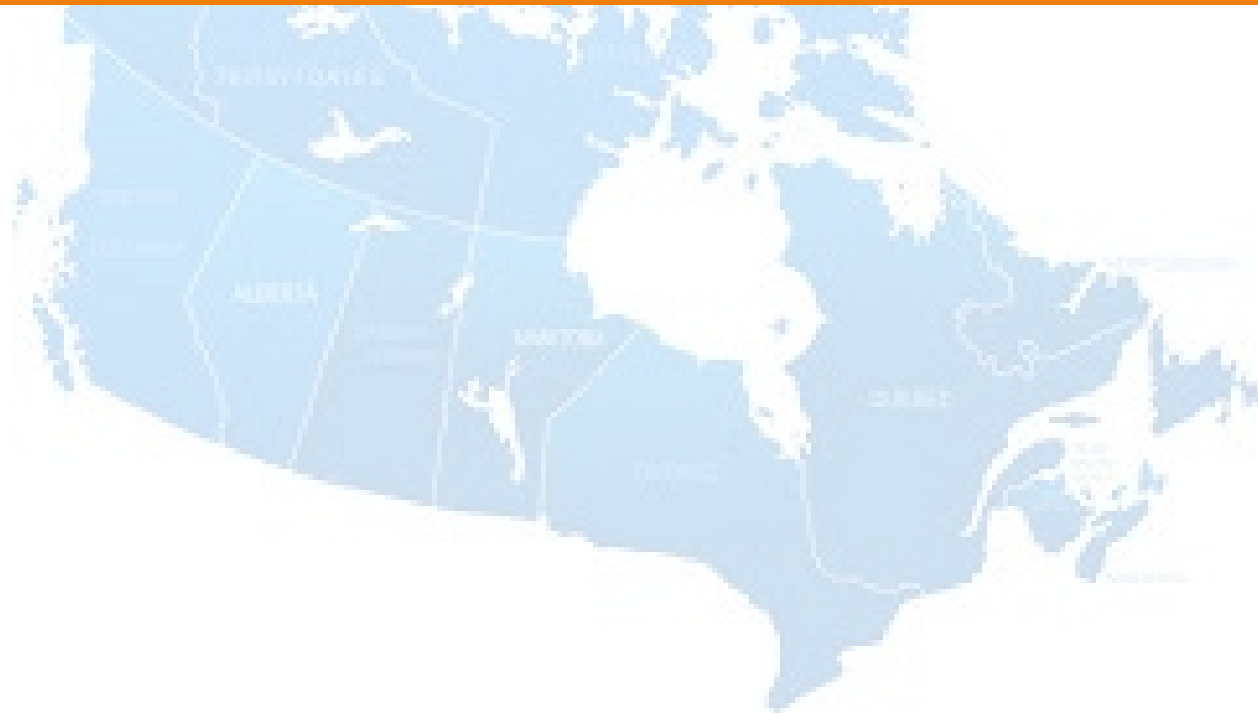
---> Recommendations

---> Pan-Canadian Trust Framework

C. Next Steps

A.

Current State Findings



Current State – Strengths

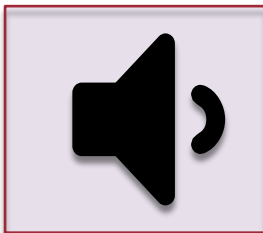
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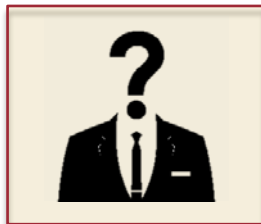
- Funeral Directors (FDs) are submitting information directly to VSOs online, leading to faster registration times with fewer errors and more complete data
- Delays in paper processes being lessened through use of electronic pre-notification of deaths and minimal datasets



- Increasing use of Information Sharing Agreements (ISA) to govern notifications



- Many notification processes are online or electronic
- NRS is used in almost all jurisdictions
- Jurisdictions are already, or want to leverage common IT platforms for data sharing



- Established rules/matching algorithms to determine identity

Current State – Challenges

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- Paper-based processes cause delays, issues with legibility, incomplete information
- Great disparity in use of electronic and paper processes
- Reliance upon regular mail for sharing paper forms causes delays



- Delays with submission of death information at the source
- Delays with added layers of administration



- Most notifications are sent electronically, but generating reports and sending them is done manually
- Inconsistent sharing of death notifications between all P/T



- Some VSOs can have difficulty certifying identity of the deceased

Current State – Legal Challenges

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- List of prescribed Death Notification partners in legislation (requires Cabinet approval)
- ISAs that require Cabinet approval



- General Death Registration is collected on same form as Medical Certificate of Death



- Sending/receiving of official documents in electronic form and the need for “wet” signature

Current State – Insights

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- Medical Informants and FDs who perform trusted, timely actions promote efficient and more accurate Death Registration processes
- Further education of Informants and Funeral Directors will bolster information timeliness and integrity



- Electronic submission from source to VSO will streamline information collection and processing, bolstering information integrity



- Legislation needs to be more flexible to streamline Death Notification information sharing with partners (lists of partners and ISAs)



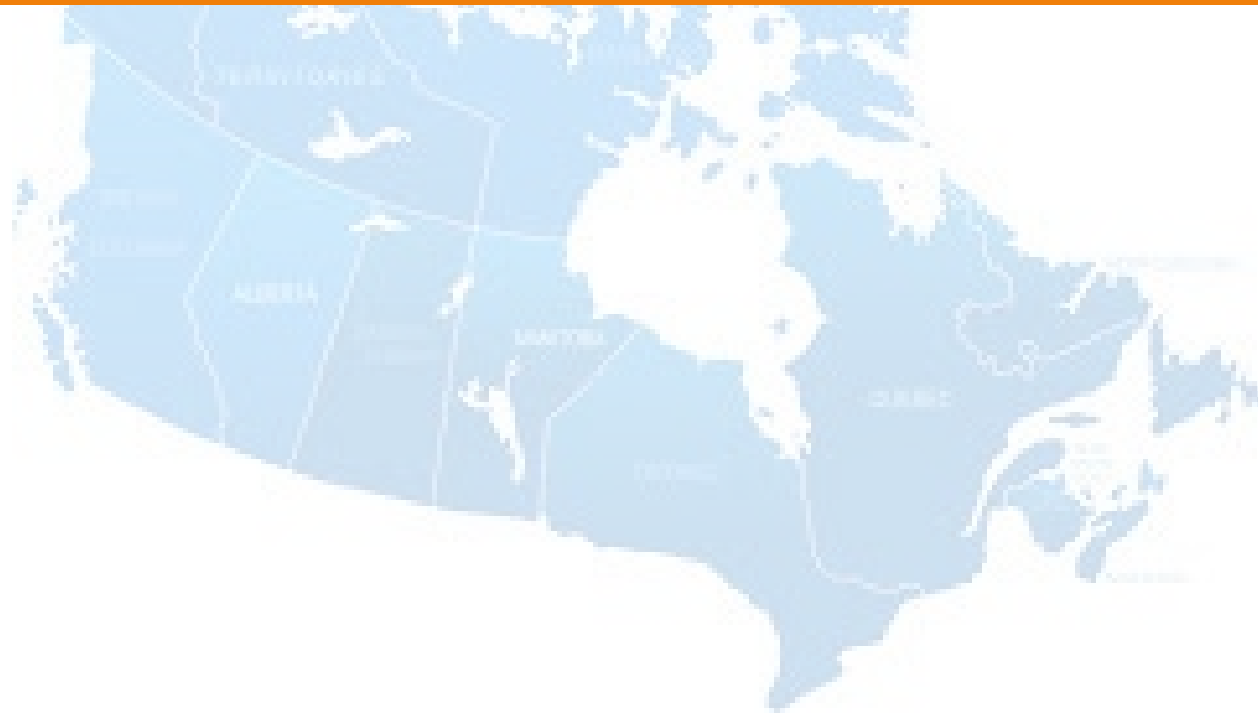
- Any changes made to existing processes must also consider ways to allow VSOs to recover costs



- Citizens need support to complete their role in Death Registration and Notification processes

B.

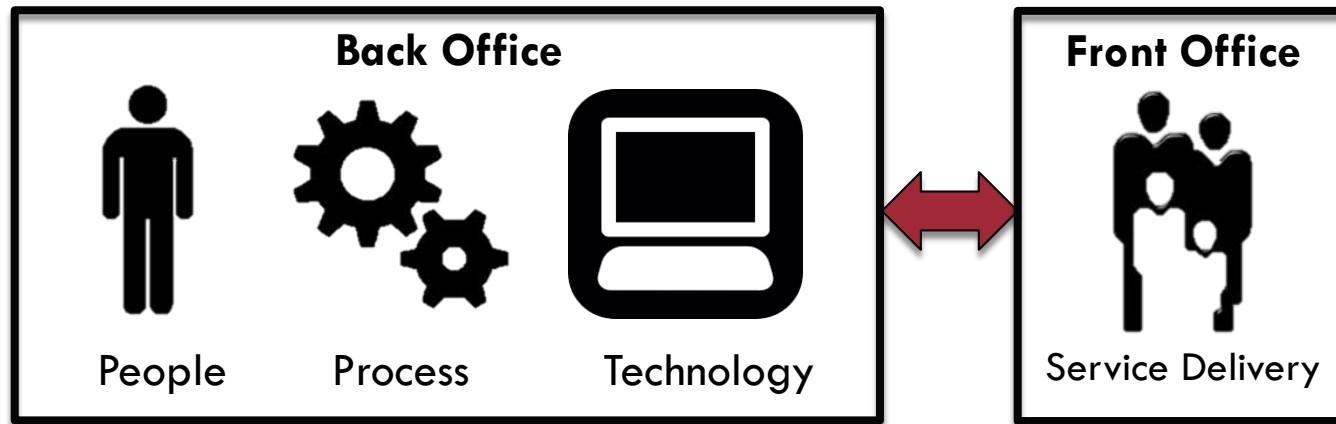
Draft Blueprint



Draft Blueprint – Approach

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- Consider the ideal future state of Death Registration and Notification from the perspective of:



- Provide recommendations on how P/Ts can progress towards the blueprint
- Support the completion of components of the Pan-Canadian Trust Framework



Draft Blueprint - People

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Key Roles

Registration



Medical Informant



Funeral Director



Informant



Vital Statistics Office

Notification



Canada Revenue Agency



Service
Canada



Statistics
Canada

Statistique
Canada



Draft Blueprint - Technology

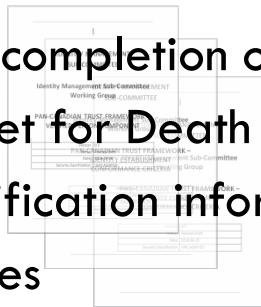
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Digitalization

Move toward fully electronic Death Registration and Notification processes – from collection at source to submission to VSO, to distribution of notifications to partners

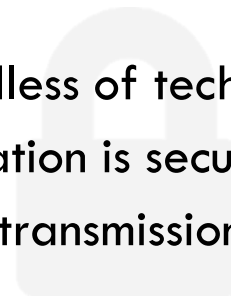
Standardization

Support completion of standards / data set for Death Registration and Notification information exchanges



Privacy

Regardless of technology, all information is secured at rest and during transmission





Draft Blueprint – Process

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- ▣ The following is a depiction of the ideal future state process flow, informed by current practices in all P/Ts and best practices (e.g. NAPHSIS EVVE Fact of Death)

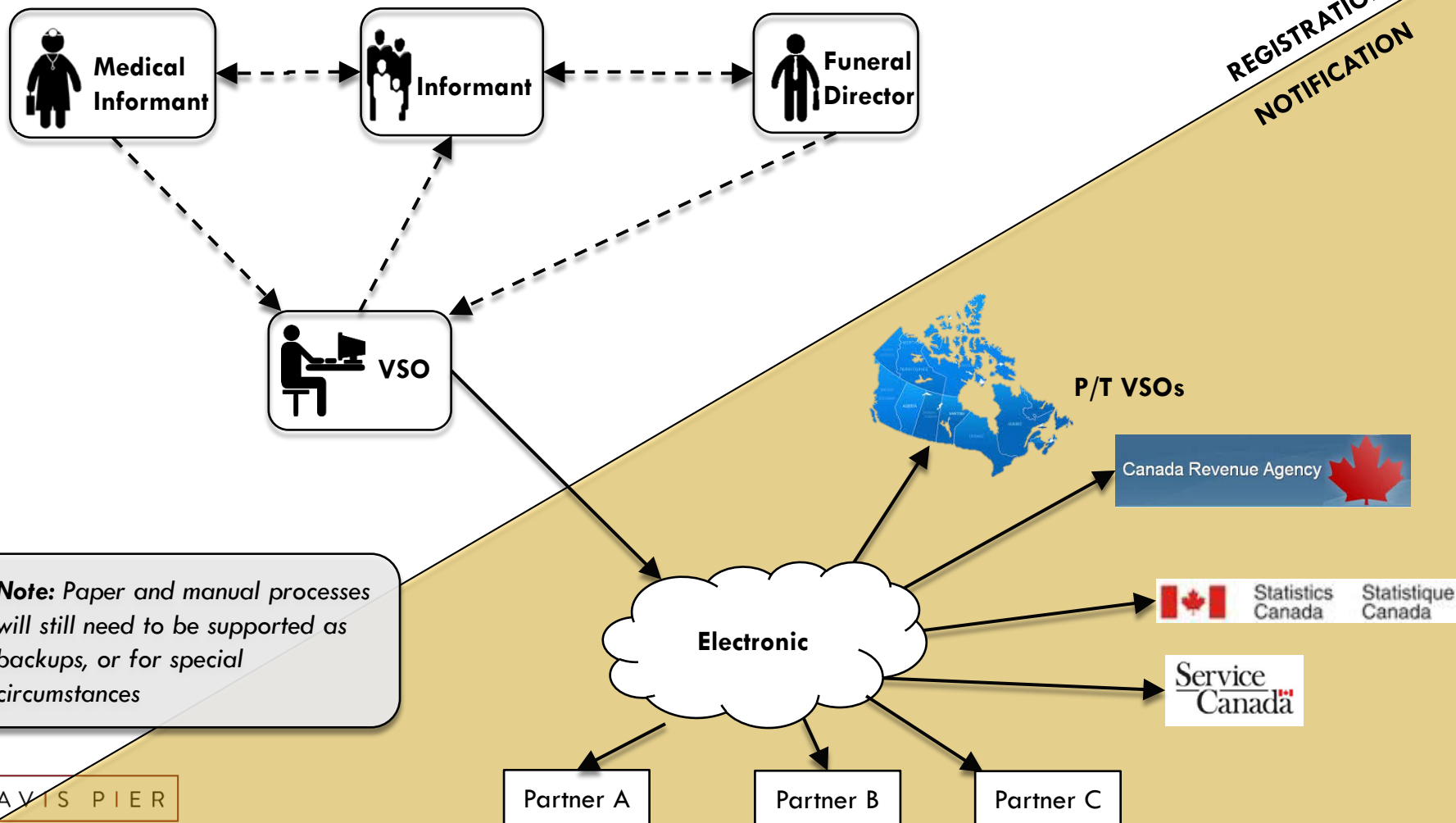
Note:

- ▣ Due to the great disparity in Death Registration and Notification processes across the country, the ideal state will be achievable sooner for some than others
- ▣ This will be discussed further in recommendations

Draft Blueprint – Summary Process Flow



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Draft Blueprint – *Registration Process*



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Registration Process Features:

- ❑ Early electronic notification of a death sent to VSO by Medical Informant
- ❑ All submission processes are fully electronic – from sources to VSO
- ❑ All Funeral Directors should submit Death Registration data directly to VSO system (no intermediaries)
- ❑ Legislation supports electronic submission of information (e.g. electronic signatures)
- ❑ Legislation stipulates timelines for reporting death information to VSO and for the completion of death registration
- ❑ VSO will continue to confirm integrity of notice of death, MCoD, and registration of death information as submitted
- ❑ Burial Permits are issued by Funeral Director (in paper or electronic form)
- ❑ Death Certificate requests can be made and fulfilled online (in paper or electronic form)
- ❑ Paper forms and manual processes only used to accommodate infrequent, outlier use cases (e.g. “paper-based” Funeral Homes, body donated to educational institution)

Draft Blueprint – *Notification Process*



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Notification Process Features:

- ❑ Legislation identifies the need to sign ISAs with partners, leaves details of ISAs and what partners to regulations
 - ❑ Regulations would contain conditions for sharing information with partners (e.g. not by name, but by agency business need, etc.), and would stipulate details to be defined within ISAs - data elements to be shared, frequency of update, and charges
- ❑ Require signed ISA for each Death Notification partner
- ❑ More widespread sharing with other F/P/T departments, agencies, and other countries
- ❑ Develop profiles for the various types of Death Notification partners
 - ❑ Includes a definition of the minimal dataset that the partner will receive
 - ❑ Provides a template for the ISA to be signed by the partner
 - ❑ Pre-cursor to standards for CDI
- ❑ Notification processes are automated, secure and fully electronic
 - ❑ Options for push or pull of Death Notification data and frequency of refresh
 - ❑ Provision for real-time sharing of information via NRS/CDI

Draft Blueprint – Service Delivery

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Death Registration

- P/T government develops a guide detailing the process and timelines, and organizations and affairs to be dealt with following a death
- FDs issue a Statement of Death for citizens that could be used in place of/until a Death Certificate is acquired
- Maintain the many ways to apply for a Death Certificate (online, by telephone, in person)

Death Notification

- P/T government guide should list F/P/T and non-F/P/T agencies that should be notified, and also identify those that will be contacted on the citizens' behalf and those that citizens must contact on their own
- Instead of simply processing the death notification, F/P/T government programs should consider what a citizen needs to do next and help to streamline the process for them
- Enables development of a “Bereavement Bundle”



Draft Blueprint – Recommendations

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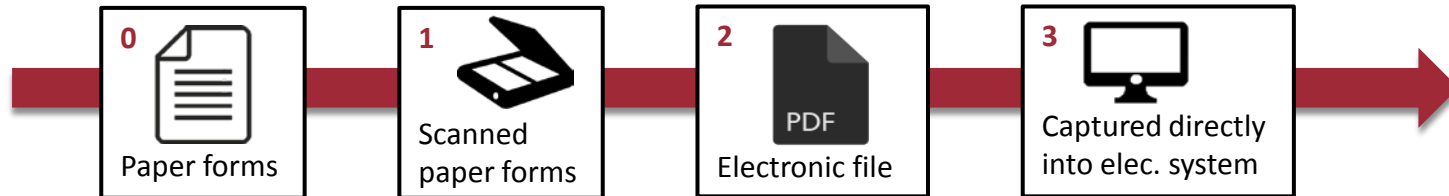
- Due to the great disparity in Death Registration and Notification processes across the country, the ideal state will be achievable sooner for some than others
- Many P/Ts may not be ready to adopt key components of the blueprint
 - P/Ts will need to identify their readiness to adopt the blueprint
- Key areas of consideration for the Death Registration and Notification blueprint include:
 - Information Collection
 - Information Sharing/Submission
 - Notification Generation and Distribution

Draft Blueprint – Key Considerations

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Information Collection: – Fully electronic from source through to VSO

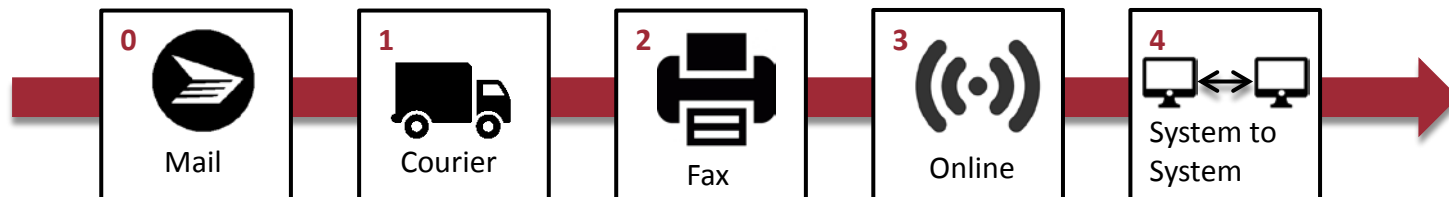
▣ Stages:



- ▣ **Other Considerations:** separation of MCoD and registration (e.g. demographics) information, legislation to support electronic collection of formal documents

Information Sharing/Submission: Fully electronic, real-time

▣ Stages:



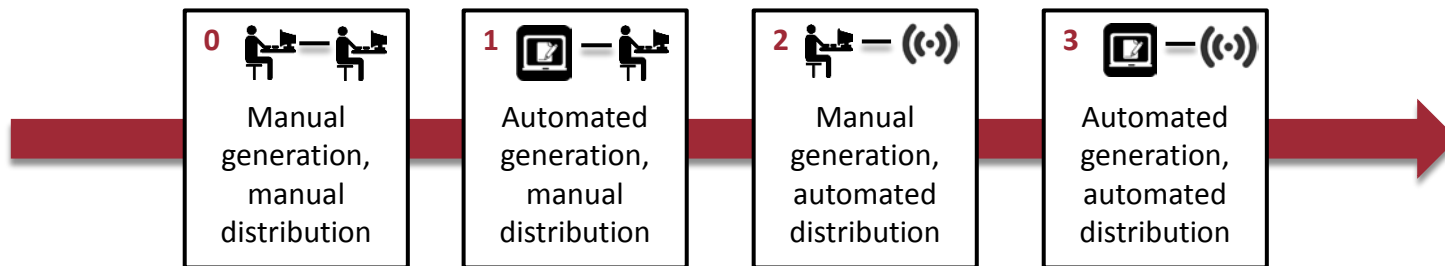
- ▣ **Other Considerations:** no intermediaries (e.g. municipalities), legislation stipulating timelines

Draft Blueprint – Key Considerations

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Notification Generation and Distribution: Automated, electronic distribution

▣ **Stages:**



- ▣ **Other considerations:** Legislated requirement for ISAs with details in regulations, ISAs define data elements to be shared and charges for receiving,

Draft Blueprint – Recommendations

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- Collect information electronically, at the source
 - Eliminate the use of paper forms
 - Make changes to legislation, if needed, to allow for generation and issuance of formal documents electronically
 - Bolster legibility, completeness of information captured, supports better timeliness of information sharing
- Share/Submit information electronically
 - Eliminate manual delivery and re-entry of information
 - Eliminate delays in submitting Death Registration information
 - Bolster timeliness of information sharing
- Remove intermediaries – make FDs the sources of Death Registration
 - Submit information directly to VSO systems
 - VSO confirmation required to register the death
 - Issue Burial Permits and Statements of Death to citizens

Draft Blueprint – Recommendations (cont'd)

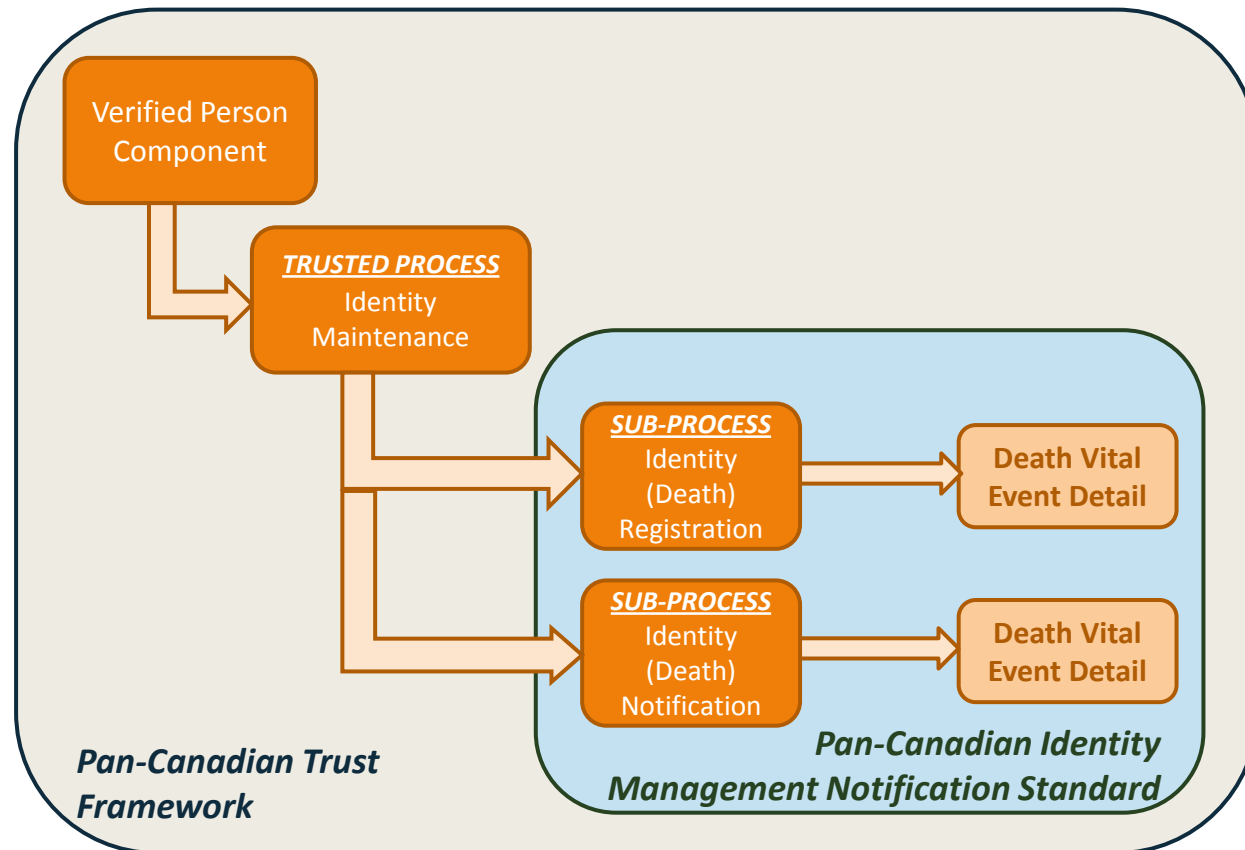
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- Formally identify conditions for sharing death notifications in legislation; formally define means (and, if needed, partners) in regulations
 - Streamline ability to make changes when needed to add more partners
- Generation and distribution of death notifications needs to be automated and electronic
 - More prevalent use of NRS/CDI between P/Ts, and with Federal entities
 - Costs will need to be recovered
- Support citizens with their responsibilities at their time of need
 - P/T governments should answer many of their questions with guides or FAQs
 - Enables vehicle transfers, land transfers, etc. to become part of a Bereavement Bundle
 - Ease burden of decision making and administrative processes where possible

Pan-Canadian Trust Framework

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Death Registration and Notification align within the Pan-Canadian Trust Framework, as trusted sub-processes:

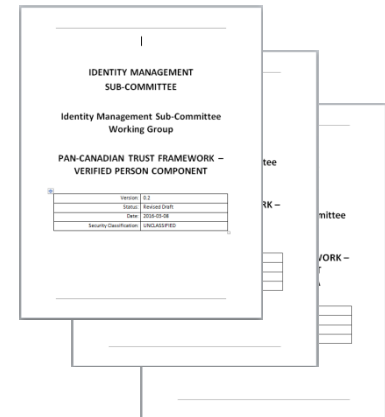


Pan-Canadian Trust Framework

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Pan-Canadian Identity Management Notification Standard

- Section 8.2 Notification Process Description indicates Death Registration (in steps 1-3) and Notification (in steps 4-7) are within its scope
- Section 9.3 Personal Information Categories includes a *Death Vital Event Detail* category for data
- Section 10.3.12 Death Vital Event Detail – Data Specifications defines mandatory data elements for documenting a Death Vital Event



Pan-Canadian Trust Framework

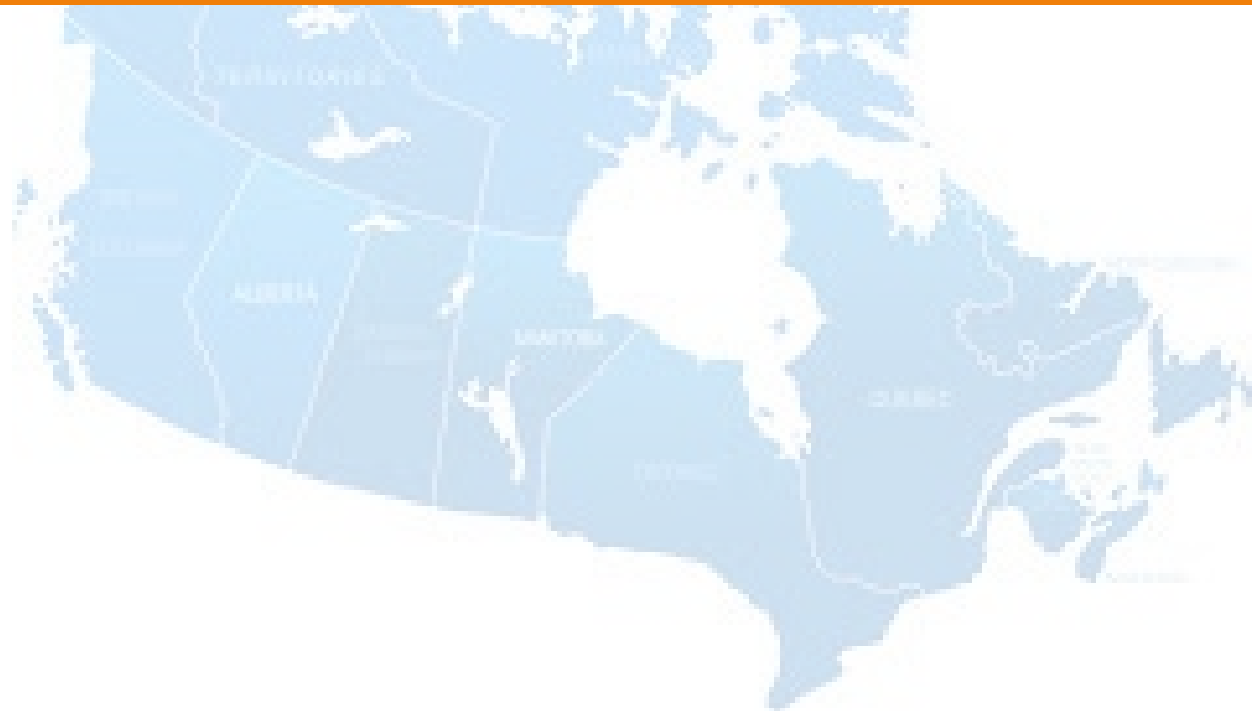
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Intended Use for Blueprint

- Confirm the applicability of the *Identity Maintenance* trusted process to Death Notification by:
 - Supporting or augmenting information to be collected from VSOs for developing Conformance Criteria for Identity Maintenance (currently incomplete)
 - Identifying the need for Level 3 and Level 4 Conformance Criteria
 - Identifying the need to analyze *Death Vital Event Detail – Data Specifications* against both NRS and CDI data exchange specifications to confirm coverage
- Clarify/confirm inclusion of Death Registration under Identity Maintenance in the Pan-Canadian Trust Framework and its Standards (Notification, Identity Maintenance Conformance Criteria, etc)

C.

Next Steps



Next Steps

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- Incorporate feedback from today into final deliverable
- Complete and submit the final deliverable for the project

Thank You!!