

Death Notification Working Group Update

*- report from
Reset Workshop*

February 27, 2019



Focus of working group

The Joint Councils established the Death Notification Working Group to improve death registration and notification across Canada. It undertakes research and work with a view to improving the service experience for citizens and the integrity of key government programs at the federal and provincial level.

Financial Impact

Delays in death reporting result in overpayments and delays in benefit payments.

Citizen Experience

Dealing with the intricacies of a death can be a complex and frustrating process for citizens

Citizen Expectation

That governments share information across programs and jurisdictions.

Better services to Canadians depend on advancing longer-term priorities e.g. improving timeliness of back-office processing, accuracy of reported death data and a digital “Tell Us Once” solution.

Progress to date

Phase I (Complete)

Blueprint for Death
Registration and
Notification Report

Phase III (Under Review)

Develop bereavement
communication tool prototype
and roadmap for “tell-us-
once” solution

2016

2017

2018

2019

Phase II (Complete)

Client Journey
Mapping

Phase IV

Reset workshop
and collaboration
with Provincial Vital
Statistics Leaders



Current status

Wins:

Blue Print and Journey Map

- Two reports have been valuable in identifying strengths and weaknesses of current state and point to best practice and potential solutions.

Challenges:

Competing priorities and resources

- This is an issue in some jurisdictions ability to implement the blueprint

Timeliness varies across jurisdictions

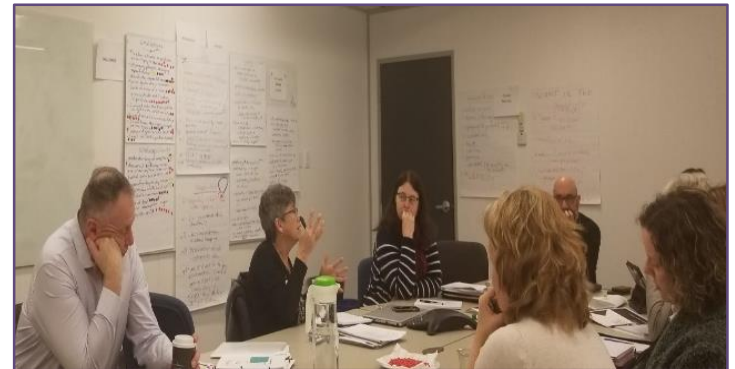
- Some jurisdictions rely on paper-based processes and must build infrastructure to support electronic service delivery integration.

Approach (build new or enhance what exists)

- A client-driven self-reporting solution will not fully resolve issues with timeliness and accuracy.
- BC and Alberta have technology and processes that don't require additional citizen reporting requirements and achieve a high degree of accuracy and timeliness but other jurisdictions are not as far along.

Purpose of reset workshop

- In December 2018, the Death Notification Working Group determined that a “reset” was required. This would involve Vital Statistics Council leaders.
- Reflected a realization that commitment from Service Delivery Council and the Vital Statistics Council of Canada was needed to successfully execute working group’s mandate.
- Full-day workshop held January 31, 2019 in Toronto.





Reset workshop objectives

Joint Vision

- Consensus on priority areas, agreement on problem identification and how to move ahead

Shared Path Forward

- Joint agreement on developing short, mid- and long-term objectives

Principles of Mutual Engagement

- Creation of a charter of values for working together based on trust, mutual respect, collaborative planning and decision making and openness
- Agreement on principles of how we will work together
- Clarification of roles and responsibilities of co-chairs

Participants



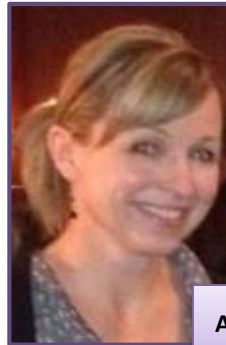
co-chair ON

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ESDC

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Death Registration
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Stats
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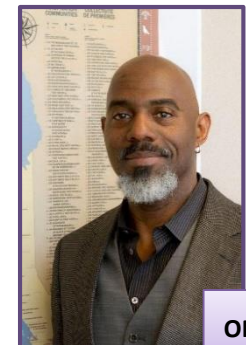
MT

Dr. Alena Lukes
Deputy General



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Krista Dewey
Vital Statistics



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Mel White
Facilitator



Workshop discussion: challenges and strengths

Challenges	Strengths
Lack of project management discipline and resources	Experience and subject matter expertise
Data matching standards / protocols	Data sharing partnerships
Accessible death data	Universal coverage of death reporting
Consent for data sharing	Blue Print and User Experience Journey Maps (Davis Piers Reports)
Timely provincial death notifications	Authenticated data
Need for federal-provincial collaboration, including vital statistics leaders	Strong collaborative relationships



Outcome of workshop: success framework

Timeliness

Timely reporting of death data to all jurisdictions, including federal departments

Currently: delays of up to 100 days

Risks: overpayments and delays

Challenges: paper-based systems, resources

Accuracy

Accurate identity data that can be data matched

Currently: matching rate as low as 70%

Risks: erroneous cancellation of benefits

Challenges: limited identity standards

Access

Data easily accessible by jurisdictions and their agencies/departments.

Currently: National Routing System (NRS) does not connect everyone

Risks: Privacy, inappropriate sharing

Challenges: resources, identity standards

Consent

Data-sharing agreements and consent mechanisms allow death data to be shared.

Currently: Some data-sharing agreements exist

Risks: Privacy, consent requirements

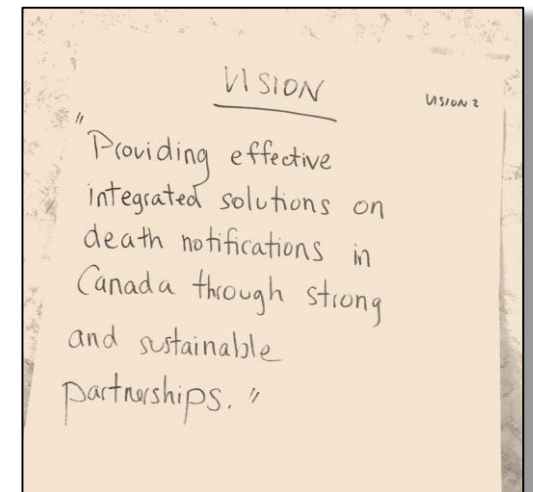
Challenges: limiting legislation and agreements

New vision for Death Notification Working Group

To provide effective integrated solutions for death notification in Canada through stronger sustainable partnerships.

Core principles:

- Shared responsibility
- Cooperation
- Transparency
- Citizen-experience focus
- Action-oriented
- Clear lines of decision-making and governance
- Accountability, trust and integrity
- Mutual respect



Outcomes

The reset workshop achieved a positive consensus on how to move forward through:

- Developing a framework to look at the four key characteristics: timeliness, accuracy, access and consent
- Developing new governance structure with a VSO co-chair
- Recommending the use of project management methodologies
- Exploring the creation and resourcing of a small project team within the larger working group to identify work, clearly identify problems, define timelines, map business processes, confirm funding and responsibilities. (DNWG would provide input and advice to the project team)



Next steps

- Revise terms of reference for DNWG to reflect change in governance.
- Identify project manager, develop project plan and create project team within the DNWG.
- Maintain connections to Digital Identity efforts, to support identity initiatives from birth to death.

