



DEATH REGISTRATION AND NOTIFICATION BLUEPRINT

DEATH NOTIFICATION WORKING GROUP

**Presentation to the Federal-Provincial/Territorial Joint Council (Public Sector
Chief Information Officer Council & Public Service Delivery Council)
February 22, 2017**

Context

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- Reporting the death of a family member to government can be confusing and time consuming for people who are grieving
- Delays in reporting of deaths within and among provinces and to the Government of Canada can affect program integrity and result in overpayments
- The Death Notification working group was charged with addressing:
 - ▣ how to improve the timeliness of registering and reporting deaths between jurisdictions; and,
 - ▣ how to improve the service experience for citizens

Death Registration and Notification Blueprint

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- **Through the Fall, the working group, through Davis Pier consulting, engaged provinces to:**
 - ▣ Assess the current state strengths, challenges, insights
 - ▣ Draft a Blueprint for Death Registration and Notification to:
 - Help address specific cross-cutting and horizontal issues that jurisdictions are facing with their respective Death Registration and Notification processes (e.g., lengthy delays in registering deaths);
 - Assist jurisdictions with advancing their respective Death Registration and Notification processes;
 - Support jurisdictions with advancing efforts to make end-to-end digital service a reality in Canada; and,
 - Support work on a Pan-Canadian view of service delivery collaboration

Key Recommendations

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- Collecting information electronically, at the source
- Sharing/submitting death information electronically
- Supporting citizens with their responsibilities at their time of need through proactive communications

SERVICE DELIVERY

- Inform citizens of their responsibilities by publishing a guide/FAQ
- Make it easy for citizens to get the formal documents they need
- Reach out to citizens to initiate needed processes, make it easy for them to participate

PEOPLE



Medical Informant



Funeral Director



Informant



VSO

- Complete and submit Med. Cert. of Death information to VSO

- Aid citizen with their processes
- Complete and submit registration information to VSO

- Work with Medical Informant and/or Funeral Director to provide data about deceased

- Gather data from the Medical informant and Funeral Director
- Register the death
- Notify partners of death

PROCESS

Registration

Medical informant

Funeral Director

VSO

Notification

VSO

Notification Partners

All collection Electronic; all sharing Electronic & Automated

TECHNOLOGY

- Replace paper-based, manual processes with electronic collection and submission
- Align with F/P/T technology standards to ensure privacy and security of information

IDENTITY MANAGEMENT AND LEGISLATION

- Remove legislative issues that impede the optimized flow of death information within and between jurisdictions
- Align with and inform development of Pan-Canadian Trust Framework and its associated standards

Update

July – August 2016

National consultation on death processes.

Consultation

September 2016

Draft blueprint presented to the Joint Councils in Victoria on September 14, 2016.

Joint Councils

Oct – Nov 2016

Revised blueprint, including more aggressive transition to digital shared with Joint Councils.

Draft Blueprint

2016-2017

Obtain approval blueprint and encourage adoption of blueprint recommendations.
(Close out of Phase I)

Approval

2017-2018

Phase II: Shift from examining back-end processes to focus on improving client experience when reporting a death.

Client Centric Focus

Client Journey Mapping

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- The DNWG is seeking approval to move forward with Phase II of the project.
- Highlight of the statement of work for Phase II includes:
 - ▣ Development of detailed visual map of a client's death reporting journey by jurisdiction (including federal government);
 - ▣ compile a list of all programs/services that require a death certificate as proof-of-death and for what purpose;
 - ▣ detailed visual map of a client's death reporting journey by jurisdiction (including federal government); and,
 - ▣ Begin to “scope out” a bereavement bundle.

Next steps

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- Close out Phase I of project with approval of blueprint.
- Seek additional funding to move forward with Phase II.
 - ▣ Initiate work on mapping of a client's death reporting journey to identify issues and challenges faced by citizens which would inform and contribute to:
 - ▣ Continuing work on a “Tell us Once” approach and
 - ▣ development of a bereavement bundle.