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Ms. Lisa Lapointe  
Chief Coroner  
Office of the Chief Coroner  
PO Box 9259, Stn Prov Govt  
Victoria, B.C.  
V8W 9J4

CHIEF CORONER

**Re: Verdict at the Coroner's Inquest into the Death of Gurwinder Singh MANN at the Regional Hospital located in the Regional Treatment Centre, Pacific Institution, on December 26, 2015**

Dear Ms. Lapointe:

The Correctional Service of Canada (CSC) thanks you for the verdict dated February 22, 2019, and the report stemming from the Inquest, at which CSC was a voluntary participant, held from February 19 to 22, 2019, into the death of Gurwinder Singh MANN at the Regional Hospital located in the Regional Treatment Centre, Pacific Institution. While CSC recognizes that the recommendations are not binding, we have given them serious consideration and provide you with the responses below.

**Recommendation 1:**

**Review the policies and procedures around establishing interdisciplinary health team meetings maintained on a regular schedule.**

CSC recognizes the importance of communication among Interdisciplinary Health Team members. In April 2016, CSC amended the health care documentation Guidelines and implemented the Electronic Medical Record (EMR) to improve and maintain communication between interdisciplinary health professionals involved in the continuity of health care plans. A referral module, embedded into the EMR, facilitates the regular exchange of information between Interdisciplinary Health Team members.

Through a newly established care plan model (October 2018), the specific needs of inmates are documented, shared and reviewed by nursing staff on a daily basis, during each shift, or as needed to ensure continuity in care. To further strengthen the ongoing communications provided by the EMR and the care plan model, Interdisciplinary Health Teams meet, as required, to discuss complex cases and/or changes in medical conditions and care.

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**Recommendation 2:**

**Review ways to create a practical, easy-to-use charting system for all disciplines.**

Following Mr. Mann's death, a Mortality Review was conducted by Health Services in 2017 resulting in recommendations to the Regional Hospital located in the Regional Treatment Centre, Pacific Institution (RTC-PI). In response to these recommendations, further action was taken to highlight the importance of charting and effective communication at shift changes. In addition, an Inpatient Flow Sheet is now being used locally at the Regional Hospital located within the RTC-PI, to follow the daily needs of the patient. The form is then integrated into the patient's health care file as per documentation requirements.

In February 2018, as part of the quality improvement process, CSC revised its chart audit tool. The chart audits are completed on a monthly basis with an established number of files to be audited. The Chief of Health Services completes the audits in collaboration with the nursing staff. Identified gaps are addressed locally. The data is then reviewed at the Regional level and action plans are initiated as necessary.

**Recommendation 3:**

**Regularly review, audit and implement procedures to ensure ongoing training of staff.**

CSC recognizes the importance of staff training and maintaining an ongoing awareness of institutional policies and procedures. Since 2018, new Health Services Standardized Work Objectives have been part of the Federal Public Service Performance Management Program, which includes reviewing training completion, as well as being up to date with the organization's policies and procedures. In addition, the Nursing Clinical Protocols for Emergency Situations, the Learning Modules, the Clinical Protocols and the exam are to be reviewed and completed by the nurses every two years.

New and updated health policies and guidelines are distributed to the Regional Directors of Health Services, and further shared with Chiefs of Health Services and Executive Directors in Treatment Centres. The Chief of Health Services at the Regional Hospital located within the Regional Treatment Centre, Pacific Institution (RTC-PI) is responsible for posting new and updated policies and guidelines at the Nursing station. Nursing staff must attest, by initialing the documents, that they have reviewed these policies and guidelines.

**Recommendation 4:**

**Consider developing procedures regarding coordination between corrections staff and health care professionals.**

There are currently procedures in place at the Regional Hospital in the Pacific Region to ensure coordination between corrections staff and health care professionals. For example, health care professionals coordinate with Correctional Officers (COs) during locked cell periods such as official counts and the night shift to provide access to individuals. This access is based on the security risk and individuals' safety, as per Standing Order 566-4, *Inmate Counts and Security Patrols*.

As well, in cases where it is determined that an inmate is unable to respond to, or perform a stand-to count request due to health conditions or physical limitations, the inmate is identified and this information is shared by the Chief, Health Services (or equivalent), in accordance with Commissioner's Directive 566-4, *Counts and Security Patrols*.

It should be noted that health care professionals also conduct routine patrols, which are in addition to the security patrols conducted by COs, to ensure the presence of a living, breathing body and to verify the well-being of the inmate.

The Regional Hospital in the Pacific Region ensures that health care professionals complete rounds on units with in-patients, as per Community Nursing Practice Standards and the health care professionals' clinical assessments. To address any potential gaps, the frequency of rounds are adapted to individual needs. CSC also ensures that these rounds are completed independently from security, as the purpose is to ensure that the health care needs of offenders are met.

I trust the foregoing information effectively responds to the Inquest recommendations.

Sincerely,

  
Anne Kelly

c.c.: Senior Deputy Commissioner, National Headquarters (NHQ)  
Regional Deputy Commissioner, Pacific Region  
Director General, Executive Secretariat, NHQ  
Executive Director and General Counsel, Legal Services, NHQ  
Assistant Commissioner, Health Services, NHQ  
Assistant Commissioner, Correctional Operations and Programs, NHQ  
Director General, Incident Investigations Branch, NHQ  
Office of the Correctional Investigator